PostBase

RemoteOne / ReportOne

User Manual

SW Version 0.9.12.101 / Manual Release 2012-03-26

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1 Introduction

About this User Manual

This User Manual assumes that both PostBase and RemoteOne / ReportOne have already been installed and are now operational.

Information on available product variants and country-specific particularities can be found in the Addendum to the User Manual *(if available in your country).*

Target group	Users of this software should have basic knowledge of Windows. They do not need special computer skills.
Topics	The present manual provides a comprehensive overview of the software and describes how to perform daily routine tasks.
[Connect]	Names of links and buttons are given in square brackets.
TIP	Tips for improving the operation or additional information appear in italics.

What is PostBase RemoteOne / ReportOne?

PostBase RemoteOne / ReportOne is a user-friendly PC application enabling you to set up, maintain and use your PostBase mailing system.

With **RemoteOne**, you are able to perform your mailing system's basic functions directly on your computer. It also enhances functionality and provides possibilities in addition to those available at the mailing system. **ReportOne** includes all these functions and additionally offers the transactions and reports features.

In this User Manual, the term 'The software' will be used whenever a feature is available at both RemoteOne and ReportOne. In some illustrations, a ReportOne screen is shown on behalf of the other software versions.

Application areas (examples)

- Manage advertising imprints
- Manage cost accounts
- Create shortcuts
- Change system settings of PostBase
- Load postage
- Adjust the metering imprint
- Start metering
- Print reports (only ReportOne)
- Display and export transactions (only ReportOne)

System requirements

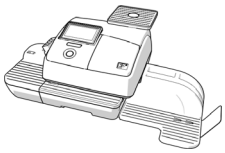
- Windows XP / Windows Vista / Windows 7
- Screen resolution: min XXXXXXX
- RAM: min. XXXXX GB
- Empty hard drive space: XXXXXX GB

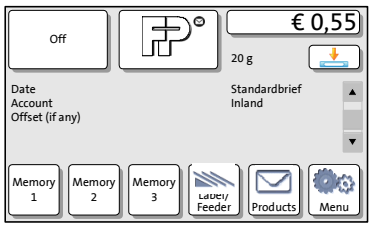
2 Start / exit the program

NOTE: If you work with this program for the first time, you first have to make some elementary settings. For further details refer to the Software settings in the Appendix of this manual.

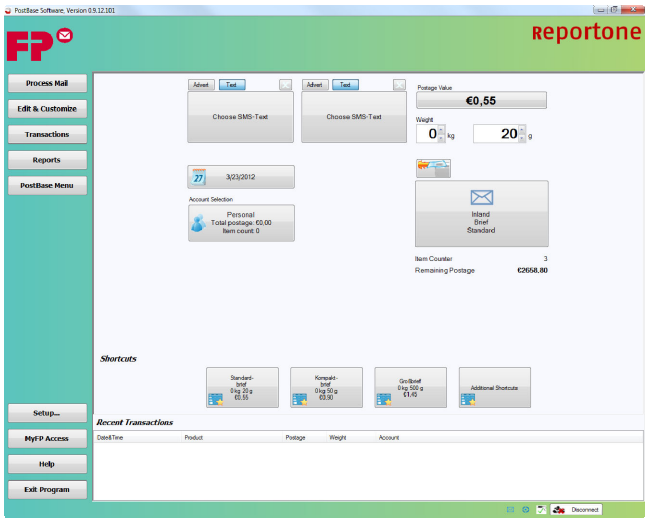
2.1 Start and connect with PostBase

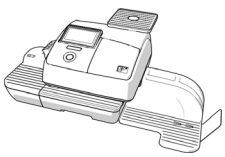
First make sure that the software is installed and the franking machine is connected to your PC. PostBase must show the home screen as shown in the example below.



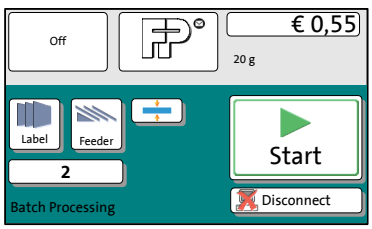


Double click the FP icon on your desktop to start the program. When opening, it automatically establishes a connection to PostBase.
The software shows the screen below after connecting.





When PostBase is connected to the software, it shows a screen similar to the one below.

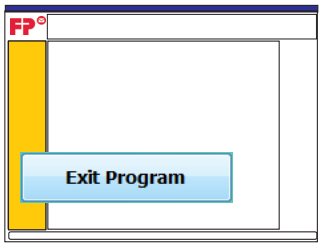


If connection doesn't work…

If connection does not work, check if PostBase shows the home screen. Click the [Connect] button in the working area.

2.2 Disconnect PostBase and exit

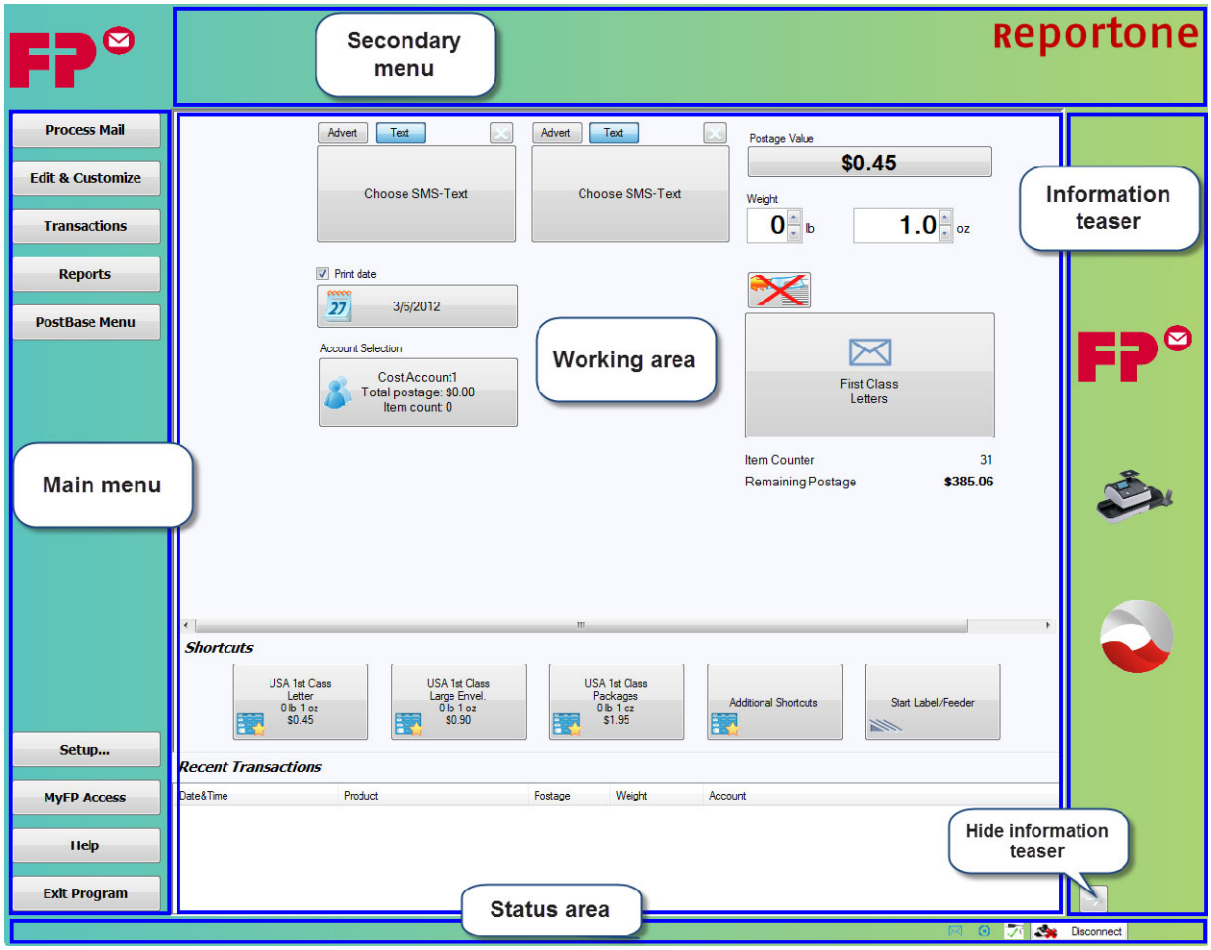
Click [Disconnect] in the status area to terminate the connection with the mailing system.



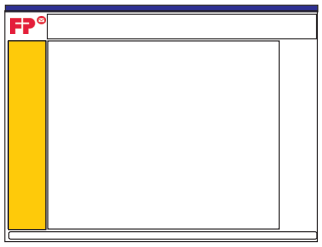
If you want to exit the software, click [Exit] on the main menu or the [x]-Button on the top right corner.

3 The user interface

You will first receive a short overview of your software's user interface. In the following chapters, the individual areas will be explained in detail.

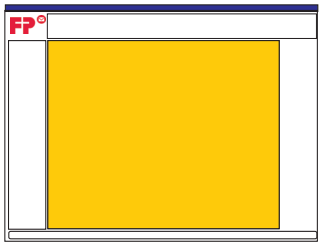


3.1 The main menu



From the main menu, you get to the menus [Process Mail], [Edit & Customize] and [PostBase Menu] by clicking on the corresponding button. The selected menu will appear in the working area. In the main menu, you can also call the [Setup…], [MyFP Access] and [Help] functions. The [Exit Program] button closes the program.
ReportOne additionally offers [Transactions] and [Reports] in the main menu.

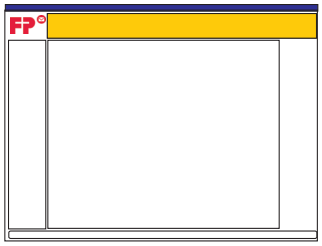
3.2 The working area



The active menu appears in the working area. In order to make it easier for you to switch between software and PostBase, the working area was designed on the basis of your mailing system's display.

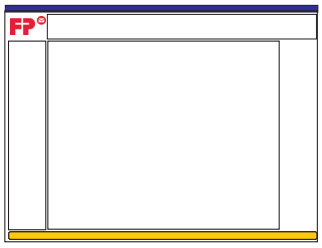
The information teaser to the right of the working area provides you with up-to-date information on FP.

3.3 The secondary menu



The secondary menu provides additional functions for the active menu in the working area. Click, for example, on [Connect] or [Disconnect] to establish or terminate the connection with PostBase.

3.4 The status area



The status area provides, inter alia, information on the connected mailing system and on current processes.

3.5 Buttons and other elements

In the working area of ‘Process Mail’ and ‘Edit & Customize’ Menu, you can operate the program using the following elements:

Buttons and input elements

hide Hide a menu.

save Save an entry (e.g. a new text message).

cancel Reject an entry.

clear / delete According to context:

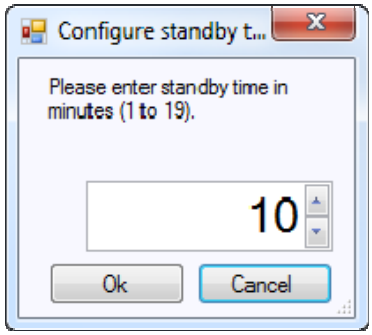
- Remove from selection (text / advert).
- Delete (e.g. shortcut or text message).
- Clear data (e.g. reset piece counter or cost account to zero.

Selection field
When you click on a selection field, the software immediately adopts your selection.

Arrow buttons
Click to increase or reduce the displayed value gradually.

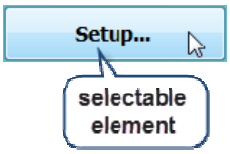
Input Boxes
Enter texts directly via PC keyboard.

For the input of values, you can use the arrow buttons as well as the PC keyboard.

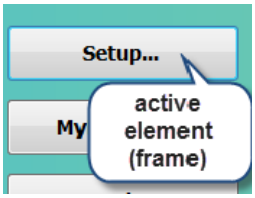


Example: Standby time.

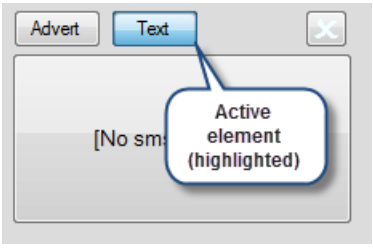
Status display for buttons



Selectable elements turn blue as you scroll your mouse over them.



If a button is active, it is highlighted in blue or it is framed with a blue boarder.

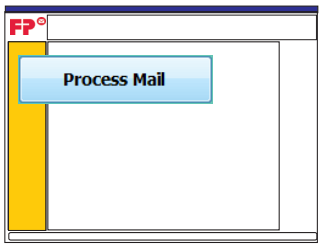


Software navigation

If you want to exit a menu, click on a button leading you to another menu. There is no ‘Back’ function.

4 Overview of the main menu functions

4.1 Mailing



Franking settings

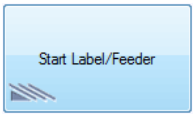
- Services
- Weight
- Advert / Text
- Account
- Change date

You can easily define franking settings from your PC. These include product settings (services and weight) as well as selecting a text message and / or an advert. Furthermore, you can select an account and adjust the date of postage. (Predating is possible.)

(For further information, see chapter 5.)

Differential weighing

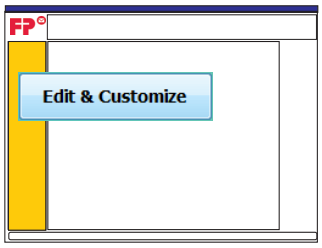
Weigh and frank larger volumes of similar mail pieces quickly and conveniently.



Franking

Start the franking process directly from your PC.

4.2 Management



Manage text messages

You can enter texts via PC keyboard and store up to twelve different text messages. You can access all stored texts from PostBase. (For further information, see chapter 6.)

Manage shortcuts

The software offers shortcuts which can store frequently used product settings. You can set three or four shortcuts for PostBase. The program itself even features 25. You can sort, delete, overwrite and rename shortcuts.
(For further information, see chapter 7.)

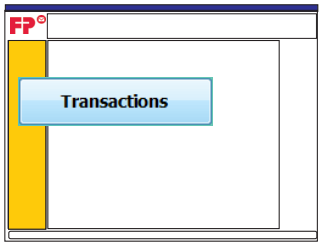
Manage accounts

The software shows you all existing accounts. It provides information about the accounts them, their postage consumption and number of meter imprints performed since the last reset. You can manage the accounts on your PC or set them to zero. (For further information, see chapter 8.)

Manage adverts

Download adverts from the FP Portal or create individual ones with the Cliché Designer (see chapter 9).

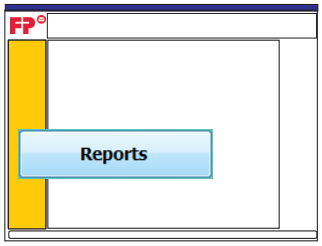
4.3 Transactions (only ReportOne)



The ‘Transactions’ menu gives you a full picture of all your mailing activity. Transactions are used to generate reports. Comprehensive search functions are provided.

(For more detailed information, see chapter 10.)

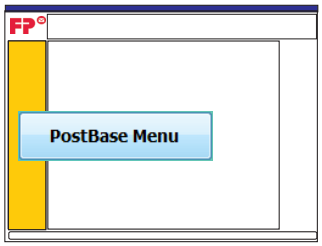
4.4 Reports (only ReportOne)



Account reports cover all accounts. They contain information about postage consumption and the number of franking imprints performed since the last reset.

(For more detailed information, please refer to chapter 11.)

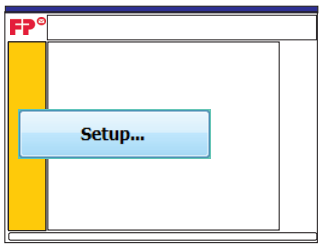
4.5 Franking system



The ‘PostBase Menu’ enables you to make settings on the PostBase mailing system. You can, for example, determine at which postage credit threshold your PostBase will alert you to load postage. Furthermore, there is the special function ‘Print Advert Only‘.

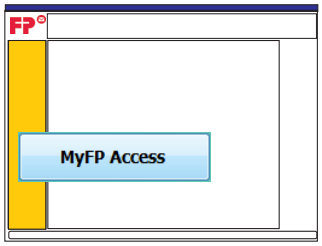
(For more detailed information, see chapter 12.)

4.6 Software Settings



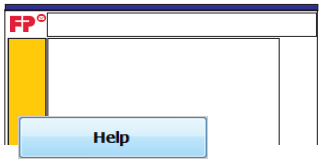
Define software settings, e.g. for printing reports.
(For more detailed information, see chapter 14.)

4.7 Connection to Francotyp-Postalia



The PC program sets up a connection to Francotyp-Postalia's web portal. Through your account, you can order accessories for your PostBase and manage adverts.

4.8 Help

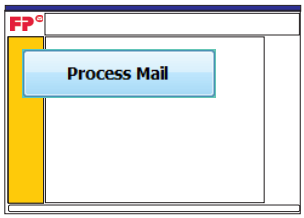


If you run into problems while working with the program, click [Help] to review this User Manual.

If the help function shouldn't be sufficient to solve your problems, please consult the FP web page.

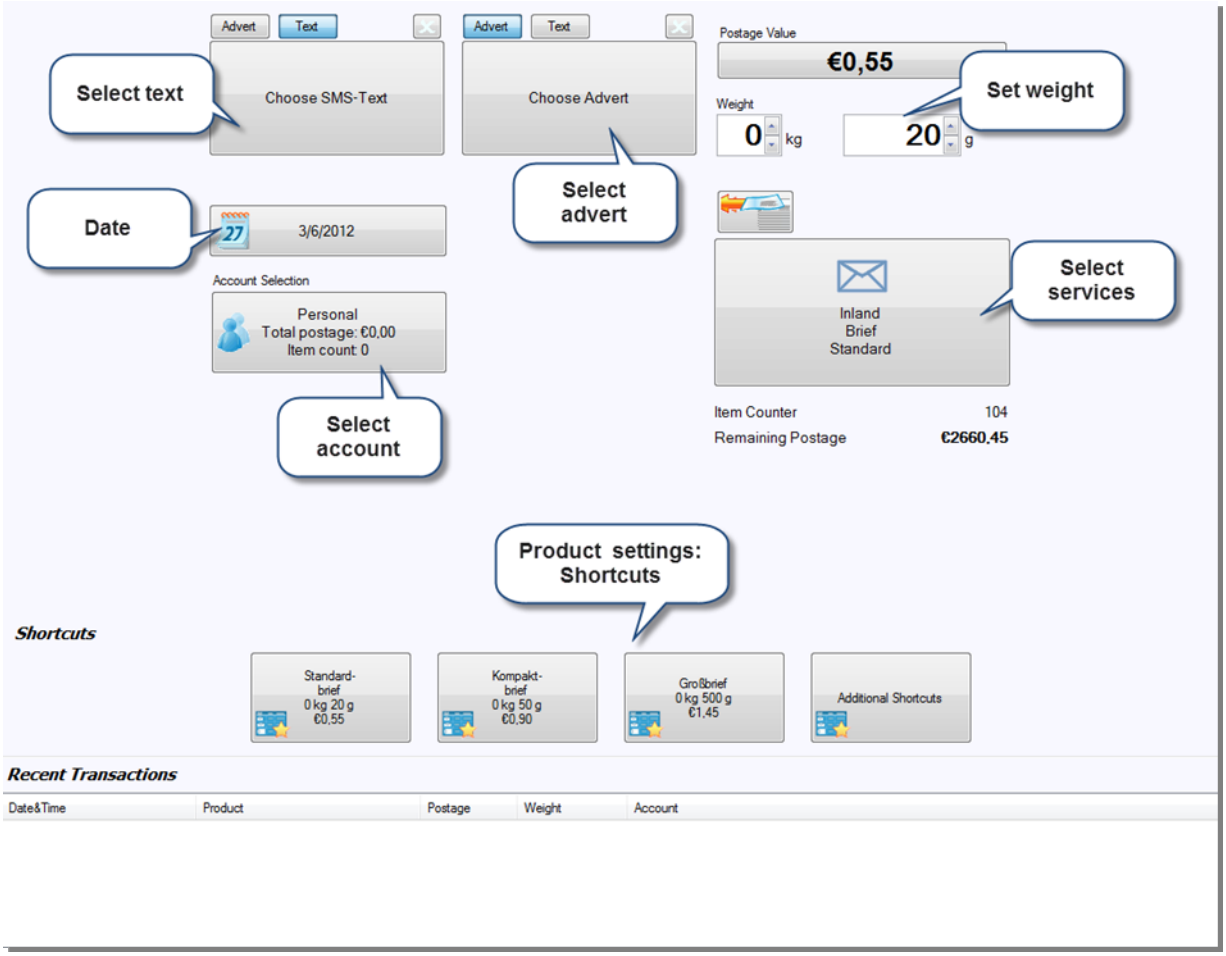
5 Franking settings

5.1 Overview



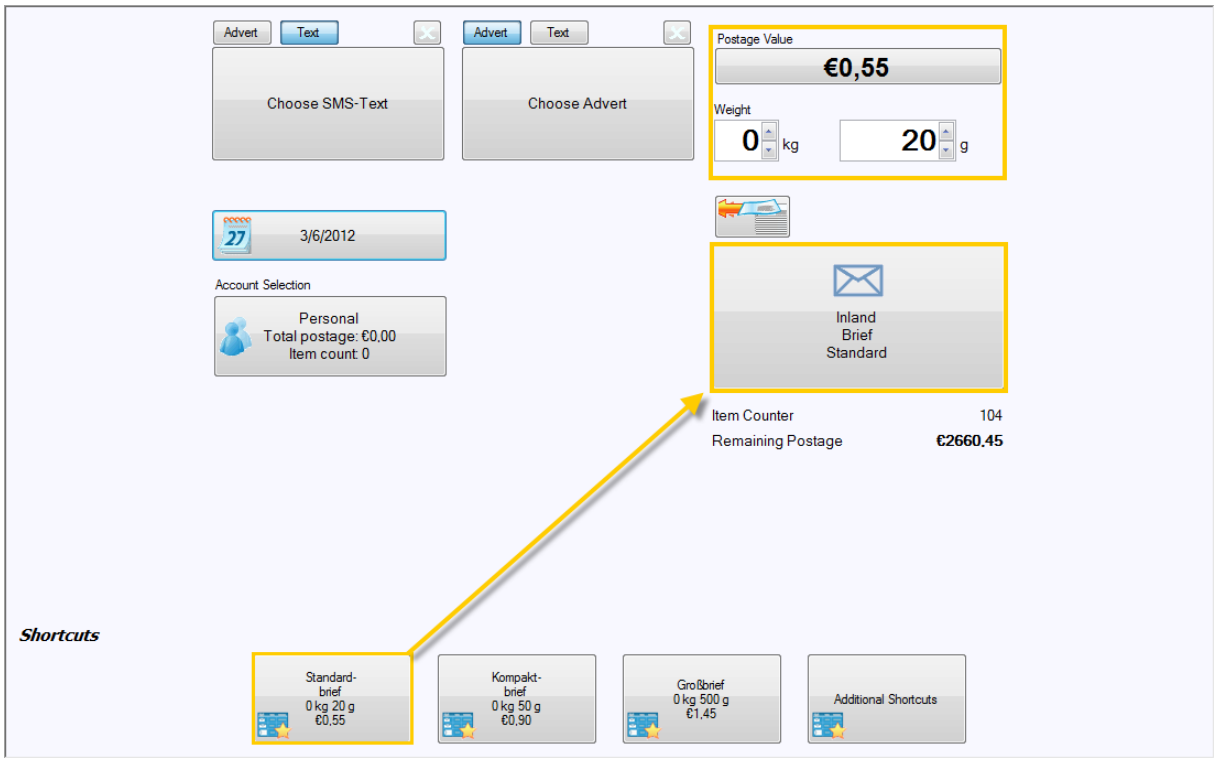
In the ‚Process Mail' menu, you find your mail's characteristics.

The software synchronizes settings with PostBase when setting up a connection to the mailing system. The next section describes how to change the different settings.

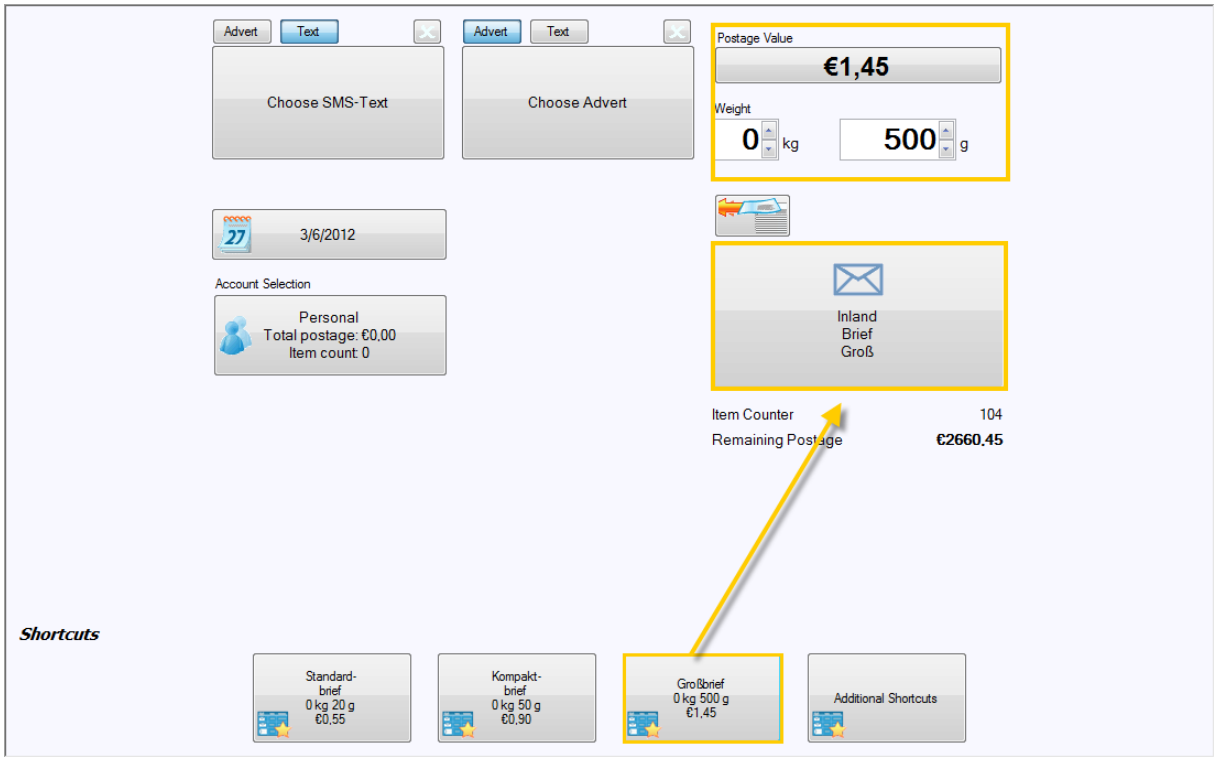


5.2 Product setting: Shortcut

The software directly offers the first three shortcuts in its ‘Process Mail’ menu. Click on [Additional Shortcuts] to open the menu ‘Product shortcuts’. This menu displays all available shortcuts.



Select the desired shortcut. The software applies the product settings.



TIP: If you want to edit shortcuts or create a new one, please refer to chapter 7.

5.3 Product setting: Select services and set weight

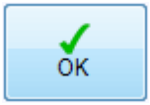
Select services

Click on the field for selecting services to set a product.

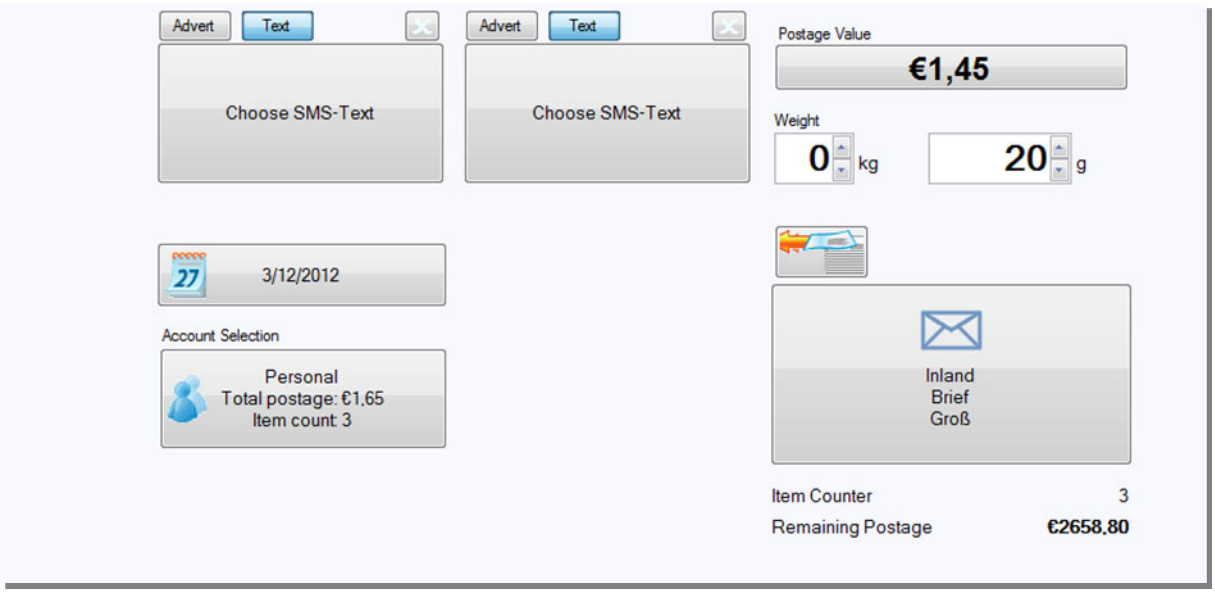
The software opens the Product Calculation Wizard. On the left-hand side of the window, you see all selected characteristics. Postage amount and set weight are displayed on the top right corner.

Select a service and click on the [Next]-Button. The program adopts your selection, offering further services. Select all desired services in this way.

TIP: Instead of selecting the [Next] button, you can also double click on the desired service.



Click [OK] to confirm. The Product Calculation Wizard closes. Your desired product has been set for franking.



Set weight

Place the mail piece on the PostBase weighing platform to determine the piece's weight.

> *TIP: In the ‚Process Mail' menu, you can manually enter a weight value.*
> *(See chapter 5.4.)*

5.4 Set weight

If you place the mail piece on the PostBase weighing platform, the program automatically transfers the weight value. In this case, you do not need to enter it manually. If you use the shortcut function, there is a preset weight value.

However, it is sometimes necessary to use the PC program to enter a weight value, e.g. if there are connection errors with PostBase or if your mail piece should exceed the allowable weighing range.

There are two input boxes (pounds and ounces) for the weight of the mail piece. Click on the input box to enter a weight via PC keyboard. You can also set the weight by arrow buttons.

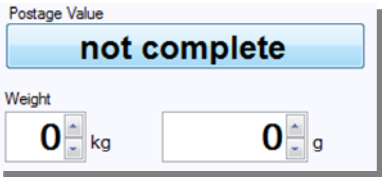
Differential weighing

> *TIP: For more detailed information on differential weighing, please refer to the PostBase Operator Manual.*

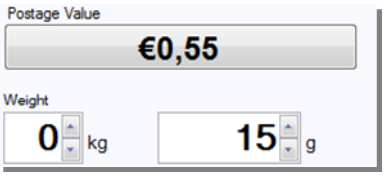
Differential weighing helps you save time weighing and franking larger volumes of similar mail pieces.

Click on the button with the 'Differential weighing' symbol to activate or deactivate this feature.

Differential weighing ON: The software displays the mail piece's weight after removing it from the weighing platform.



– Place letter stack on the PostBase weighing platform. No weight or postage amount is displayed.

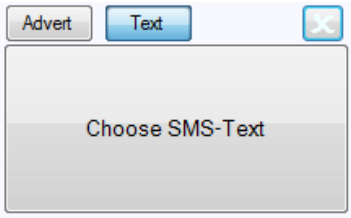


- Take one mail piece from the stack.
- The software displays weight and postage amount of this mail piece.
- Frank as described in chapter 5.9 Franking.
- Repeat this procedure with the other mail pieces.

When the weighing platform is empty, PostBase asks you whether you want to use the most recent weight.

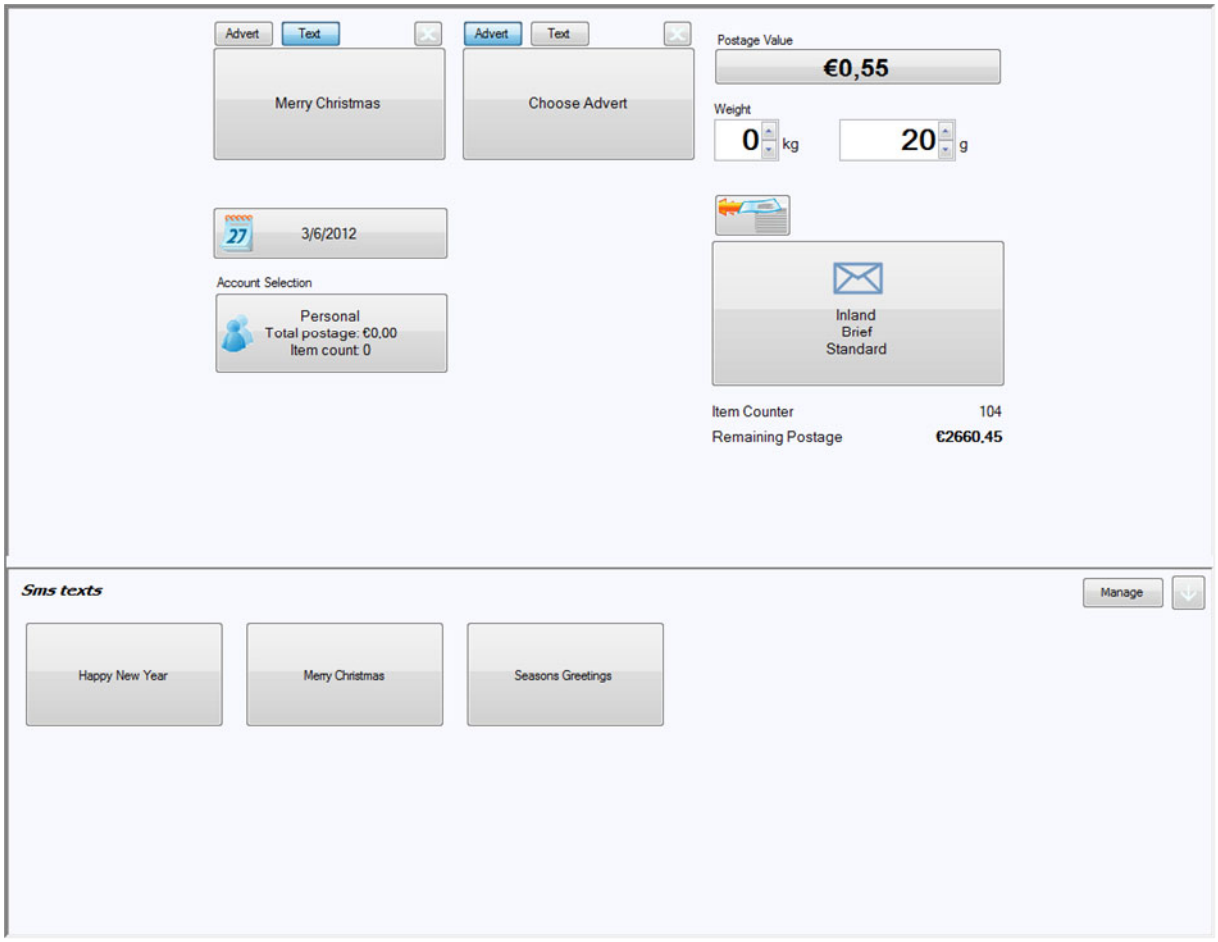
Differential weighing OFF: The software displays the mail piece's weight after putting it on the weighing platform.

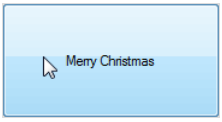
5.5 Select text message



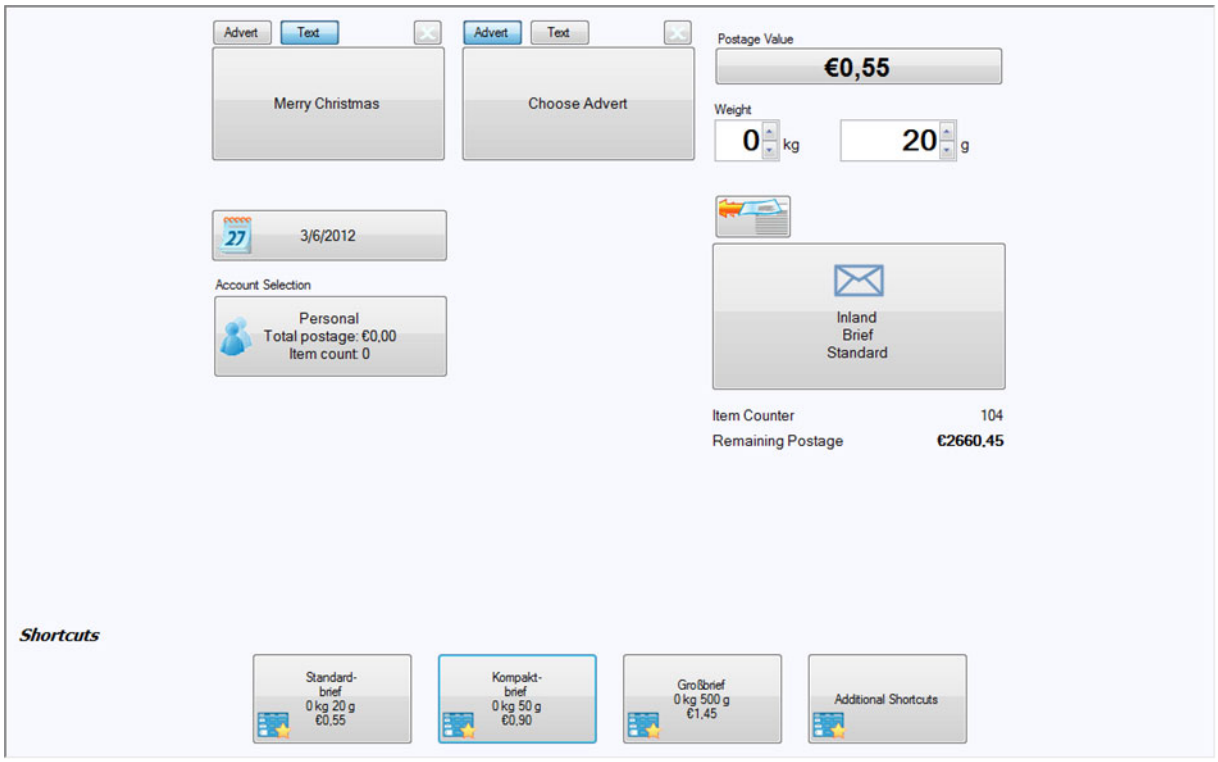
Click on the field for selecting text messages.

The ‚Sms texts' menu opens in the lower part of the working area. It displays all available text messages.





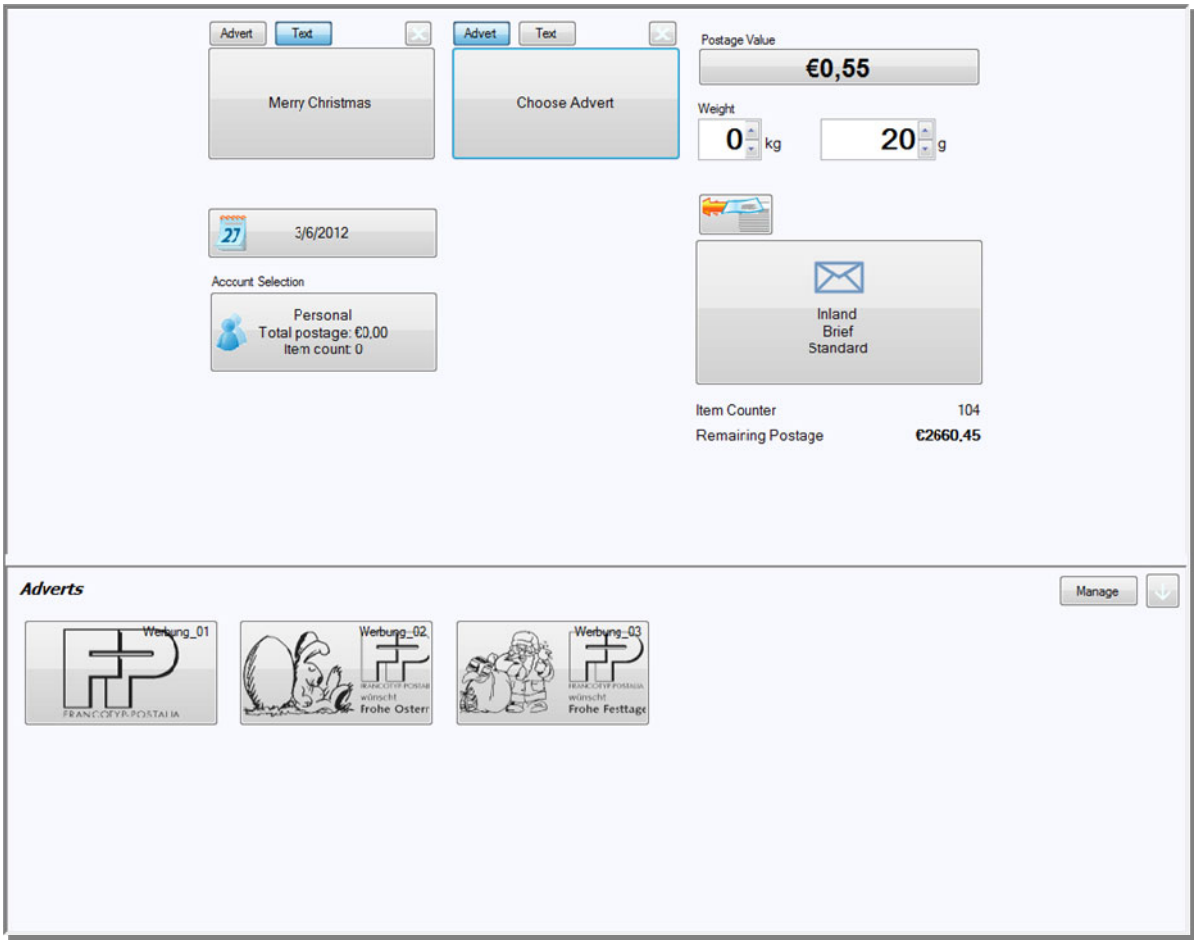
Select the desired text. The program adopts a text message closing the ‚Sms texts' menu.



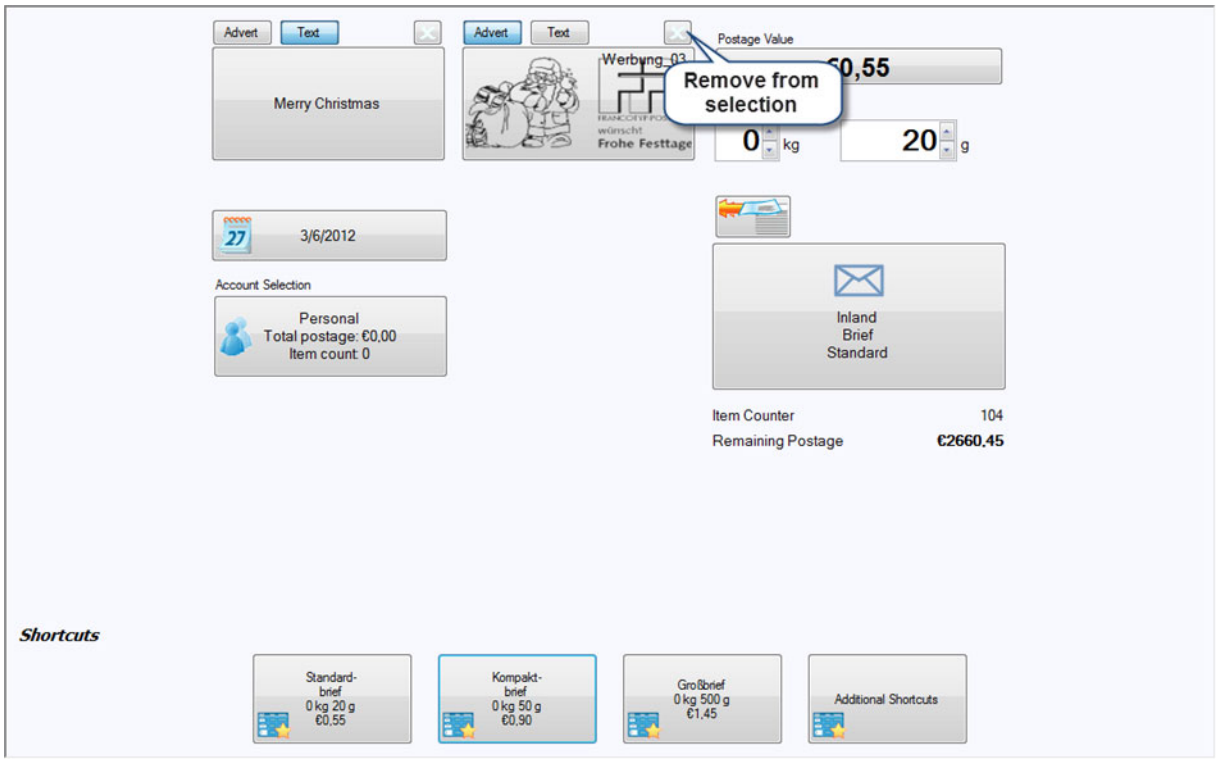
5.6 Select advert

Click on the field for selecting adverts.

The ‚Adverts' menu opens in the lower part of the working area. It displays all available advertisings.

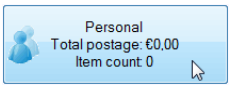


Select the desired advertising. The software adopts an advert closing the ‚Adverts' menu.



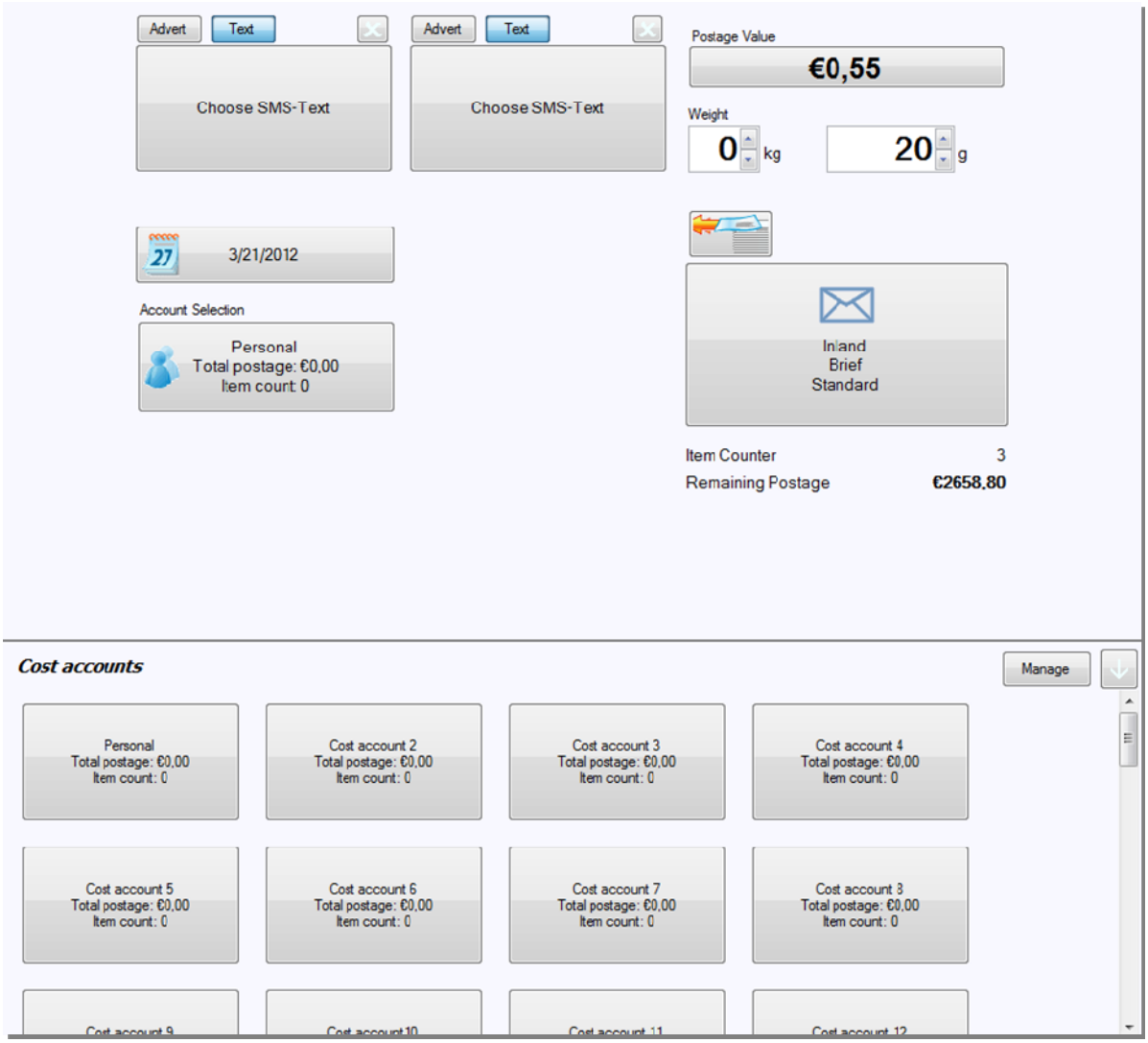
TIP: If you click [Manage], you have the possibility to download adverts from the FP portal.

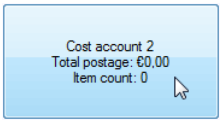
5.7 Select account



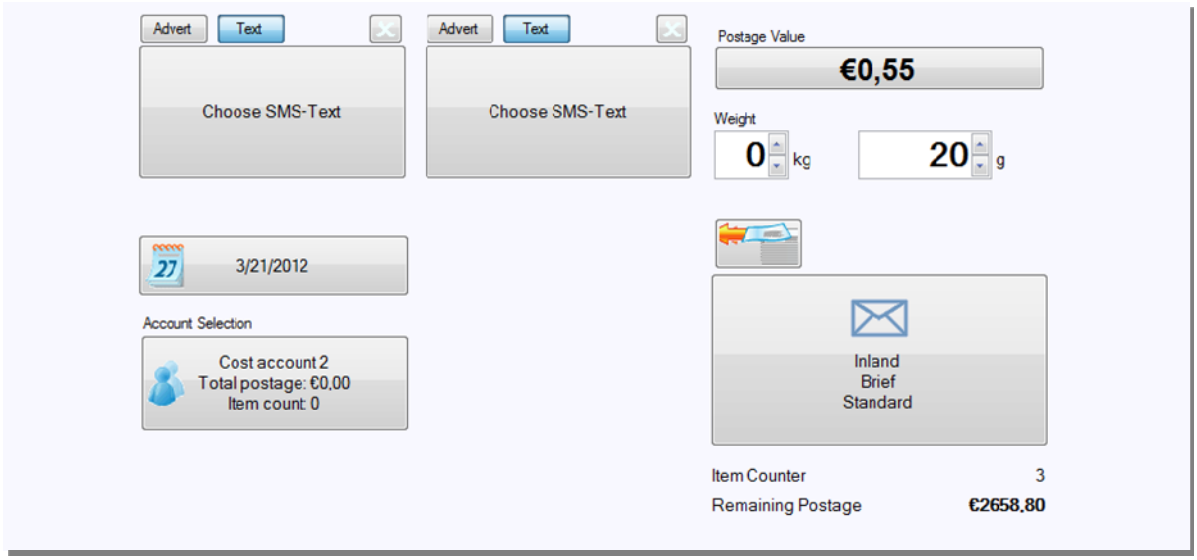
In the ‚Process Mail' menu, the field for selecting accounts shows you the name of the active account. It also displays postage consumption and number of performed franking imprints. Select this field to change the account.

The ‚Cost accounts' menu opens in the lower part of the working area. It displays all available accounts.





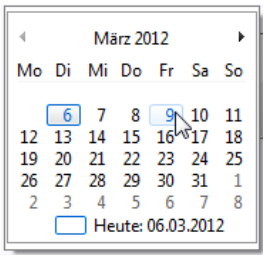
Select the desired account. The software adopts your selection closing the ‘Cost accounts‘ menu.



TIP: If you need information on how to manage cost accounts, please refer to chapter 8.

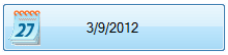
5.8 Set date

Click on the button displaying a date in the ‚Process Mail’ menu.



The software opens a calender window. It displays the allowable predating range. At the bottom of the window, you see the actual date.

Click on the desired date.



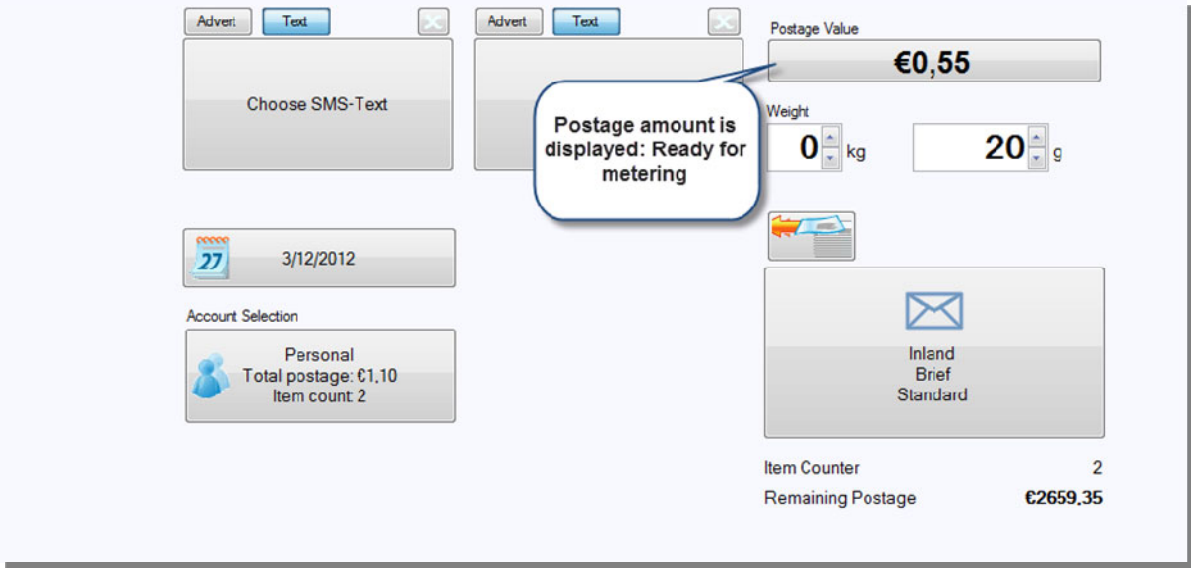
The new date of postage appears in the ‘Process Mail’ menu.

5.9 Franking

A postage amount in the right top corner of the 'Process Mail' menu indicates: PostBase is ready for franking. Before you start franking, check if all characteristics displayed are correct.

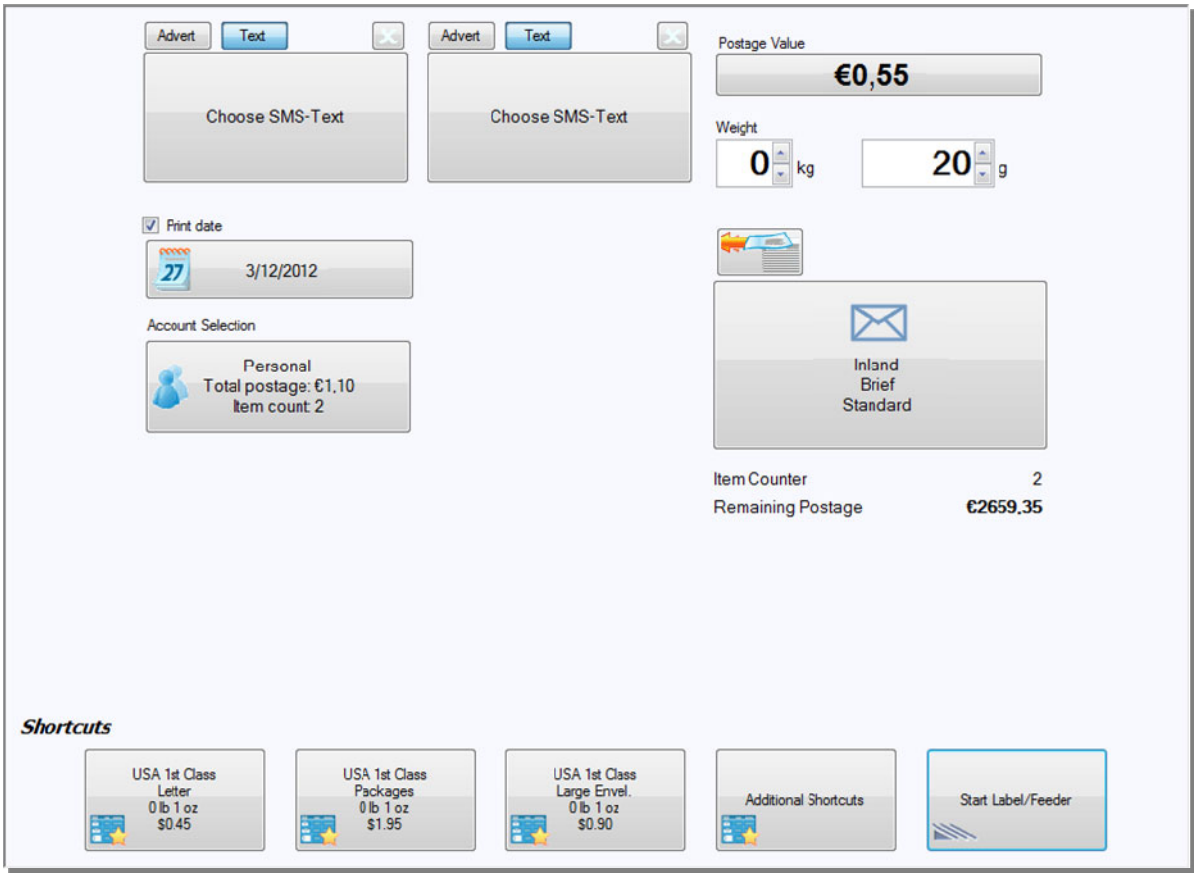
5.9.1 PostBase without Label dispenser/ Automatic Feeder

The software shows a screen as shown below. Place a mail piece on the hand feed tray to start the franking process.



5.9.2 PostBase with Label dispenser/ Automatic Feeder

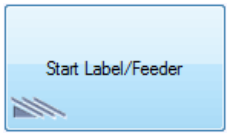
The software shows a screen as shown below.



There are the following possibilities for starting the franking process:

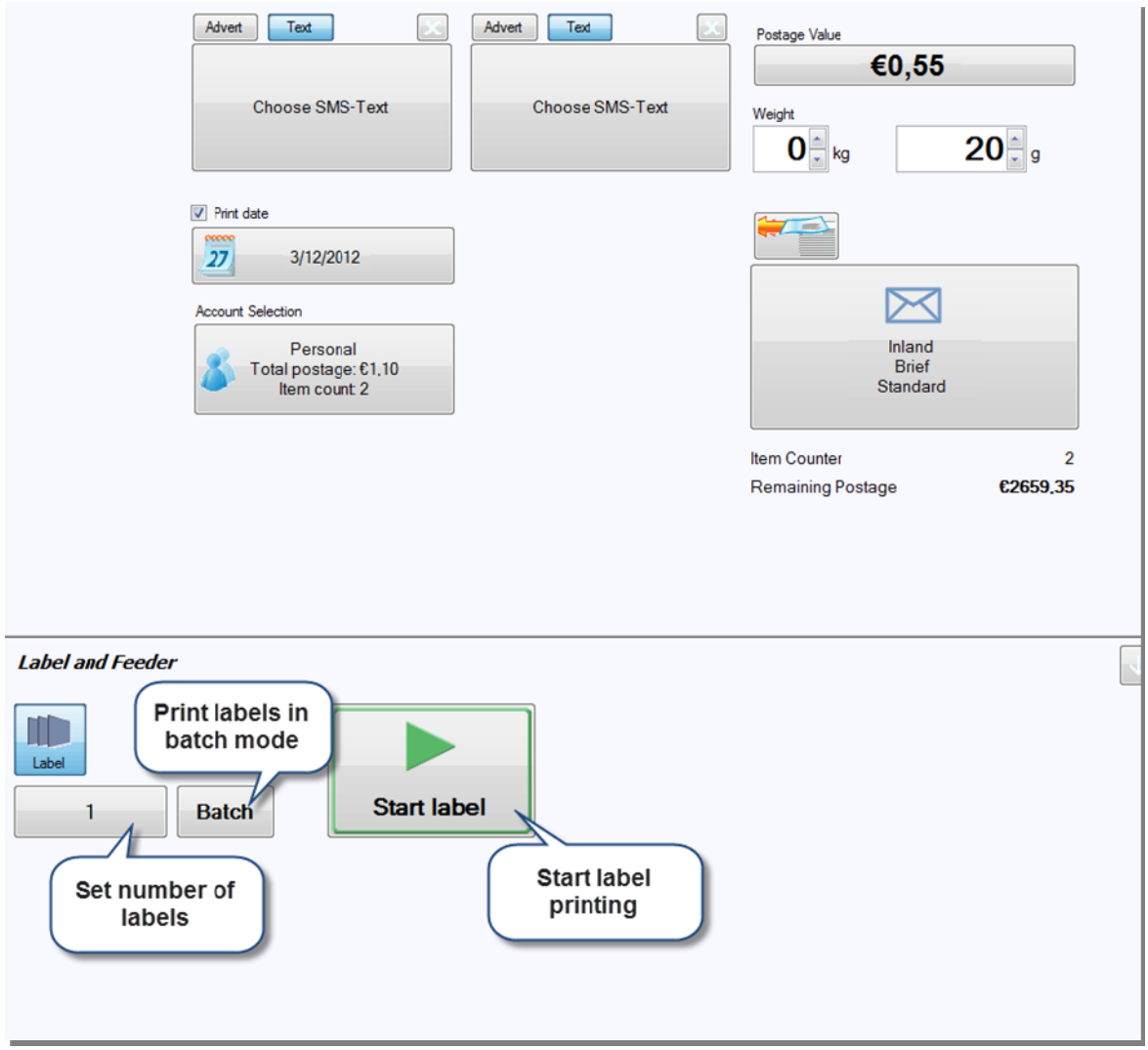
- Place a mail piece on the hand feed tray or automatic feeder.
- Start batch processing (continuous processing) by feeder.
- Start label printing from your PC using the [Start Label/Feeder] button.
- Start batch processing from your PC using the [Start Label/Feeder] button.

Below, you find a detailed explanation on how to start the franking process from your PC.



Click on the [Label/Feeder] button to start franking from your PC. *(The following example shows a menu for PostBase with label dispenser and without feeder.)*

The franking menu opens in the lower part of the working area.



Click on the input box.

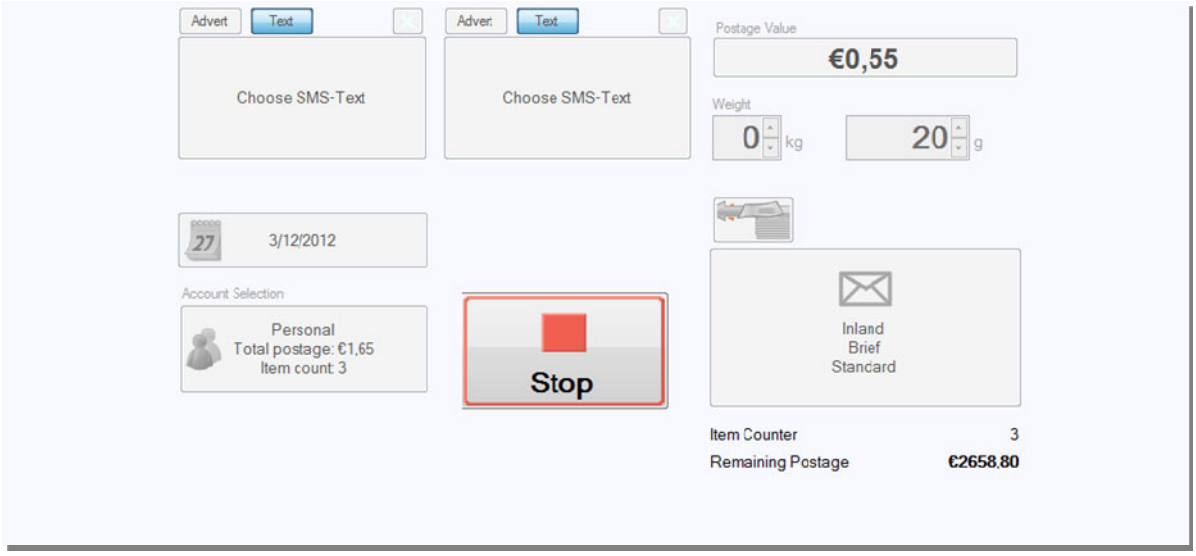
Type in the desired target count via PC keyboard.

You can also enter figures using the arrow buttons.

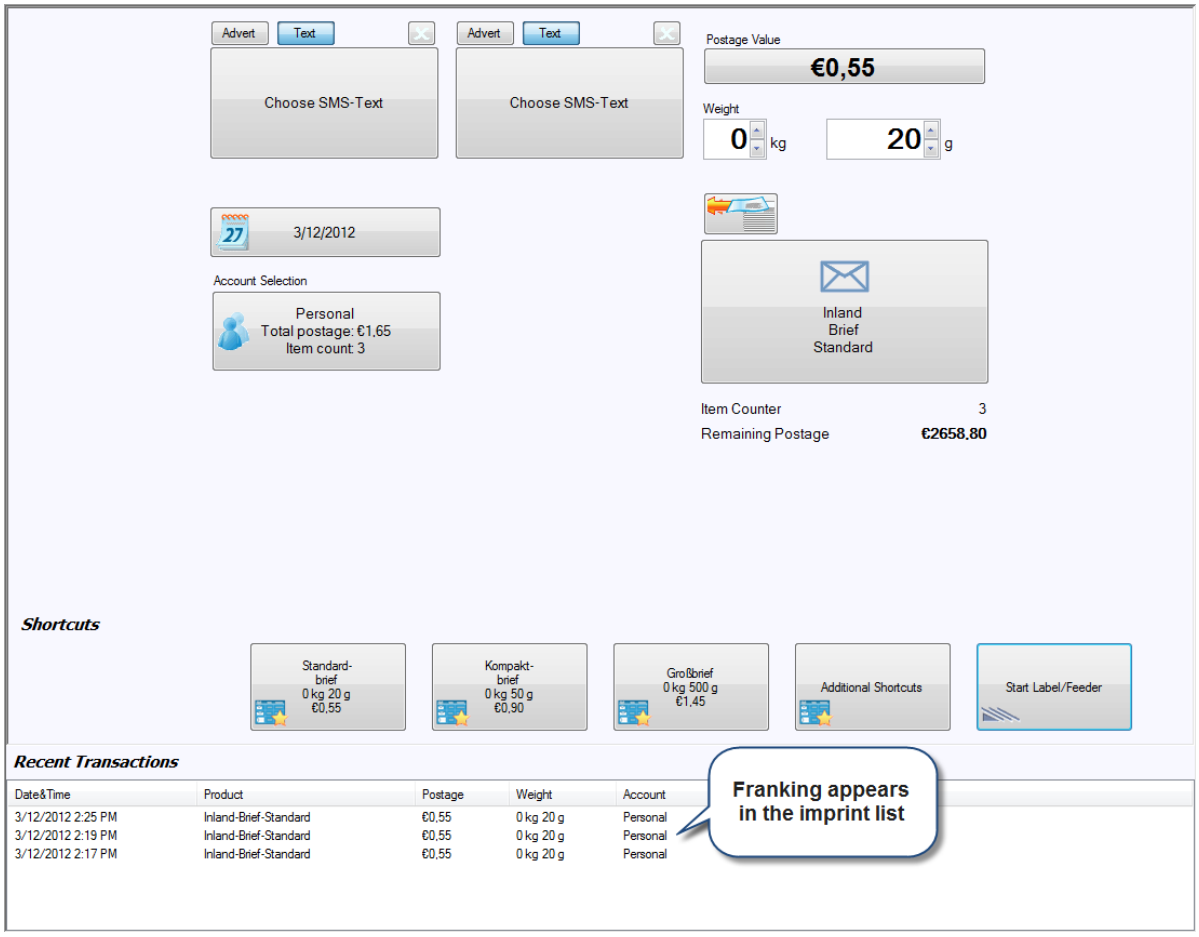
Click the button to reject your entry. Save your entry selecting the button.

When you have set the desired number of labels, click on [Start label] to start label printing.

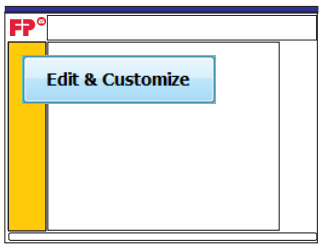
During operation, the following window shows.



When the franking process is complete, the ‚Process Mail' menu appears in the working area again. The franking appears in the imprint list.

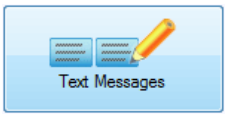


6 Manage texts

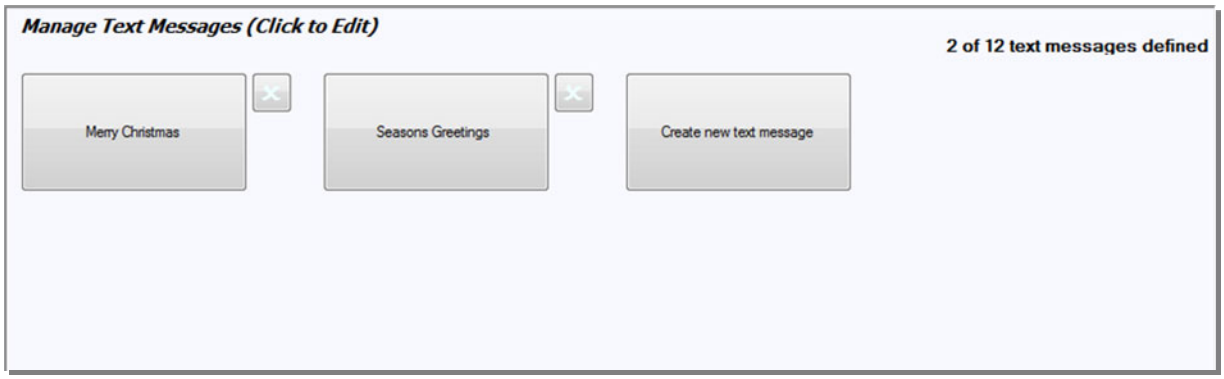


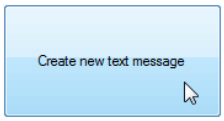
In the ‘Edit and Customize’ menu , you have the possibility to manage text messages.

6.1 Enter a new text

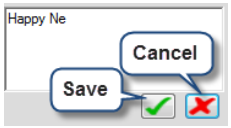


Select [Text Messages].


Manage Text Messages (Click to Edit)
2 of 12 text messages defined
Merry Christmas
Seasons Greetings
Create new text message



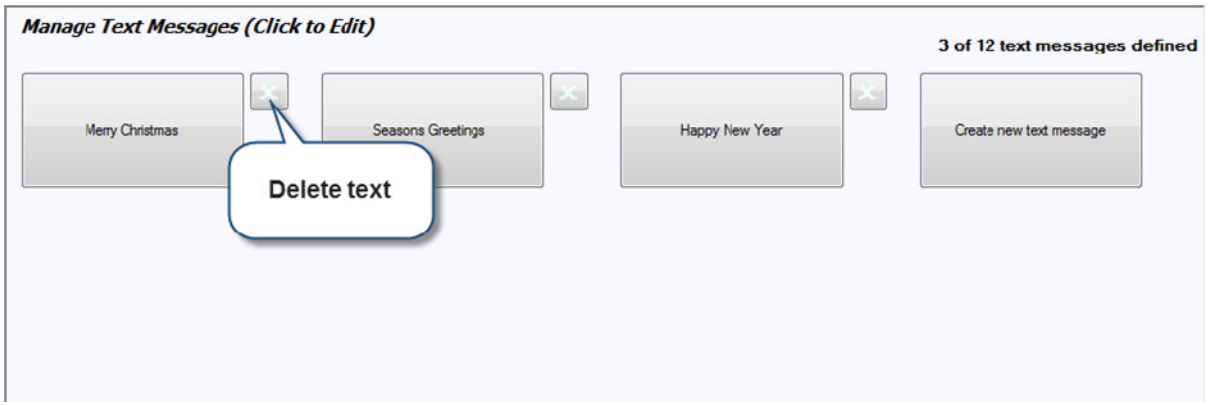
Click on [Create new text message].



You can now enter a text of your choice.

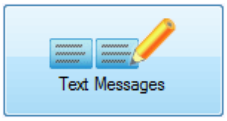
Select the ✓ button to save your entry. You can store up to 12 different text messages.

You can now select the new text in the ‚Manage Text Messages' menu.

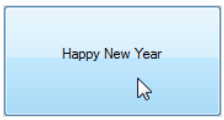


6.2 Edit or delete a text

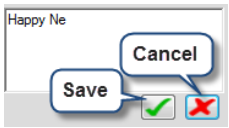
Edit a text



Select [Text Messages].



Click on the text you want to edit.

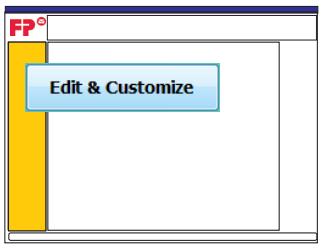


The software opens an input box for text. Enter a new text. Click to save.

Delete a text

Click button in the upper part right of the text.

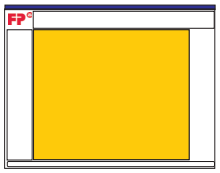
7 Manage shortcuts



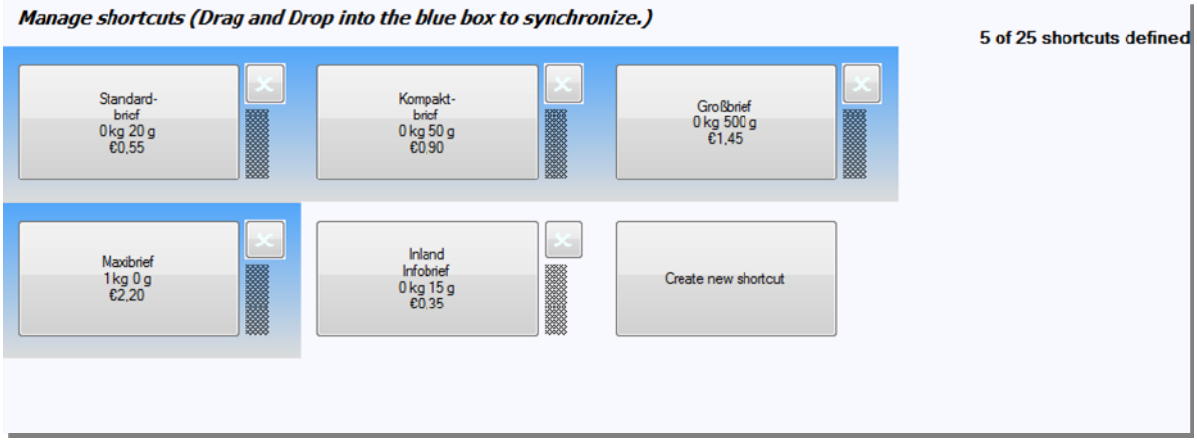
In the ‘Edit and Customize’ menu, you can manage shortcuts.

7.1 Create new shortcut

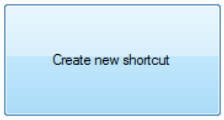
Select [Shortcuts].



All shortcuts appear in the working area.

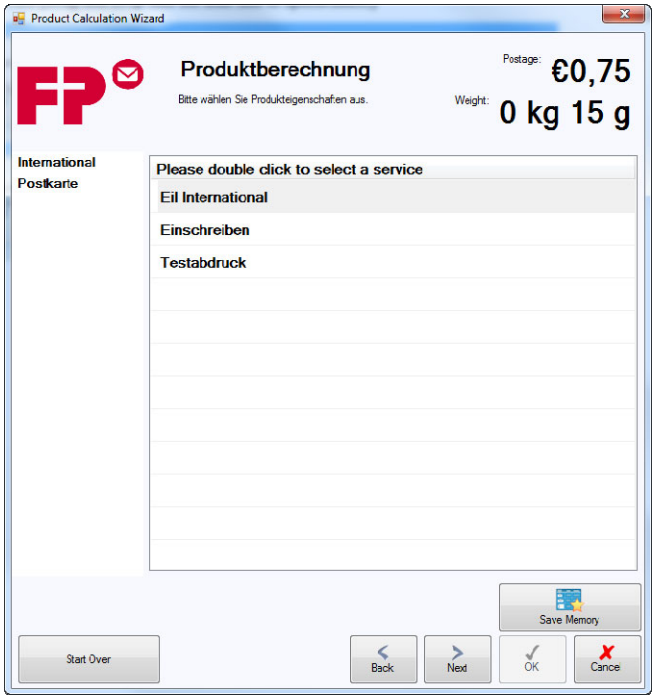

Manage shortcuts (Drag and Drop into the blue box to synchronize.)
5 of 25 shortcuts defined
Standard-brief 0 kg 20 g €0,55
Kompakt-brief 0 kg 50 g €0,90
Großbrief 0 kg 500 g €1,45
Maxibrief 1 kg 0 g €2,20
Inland Infobrief 0 kg 15 g €0,35
Create new shortcut

TIP: If you want to define a weight for your new shortcut, set a weight in the ‘Process Mail’ menu.

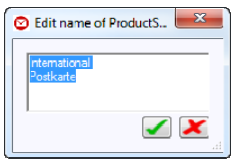


Click on [Create new shortcut].

The software opens the Product Calculation Wizard. For detailed information on product setting, please refer to chapter 5.3 ‘Product setting: Select services and set weight‘.



Select [Save Memory] to store the selection as shortcut.



The program suggests a name for the new shortcut.

You can enter a different name if you want.

Confirm with .

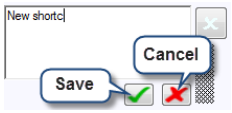
The new shortcut is now saved. You can store up to 25 different shortcuts.

TIP: You can also create a new shortcut opening the Product Selection Wizard directly in the ‘Process Mail’ menu. Simply click on the field for selecting services.

7.2 Rename shortcuts

Select [Shortcuts].

Click on the shortcut you want to rename.



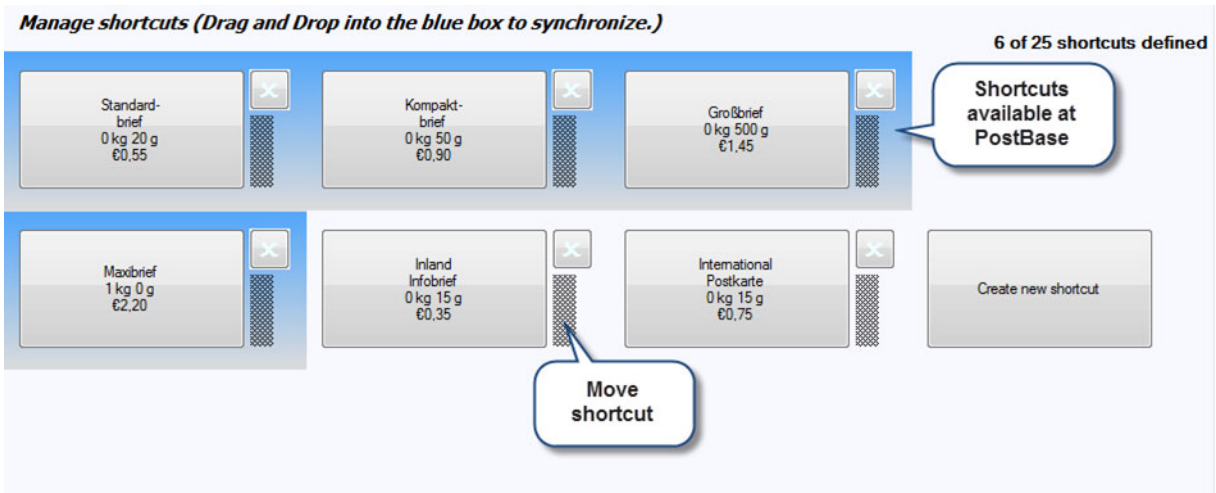
The software opens an input box for text. Enter a new name. Click ✔ to save.

7.3 Resort shortcuts

Setting the order of the shortcuts on the list, you determine which of them will be available at the PostBase mailing system.

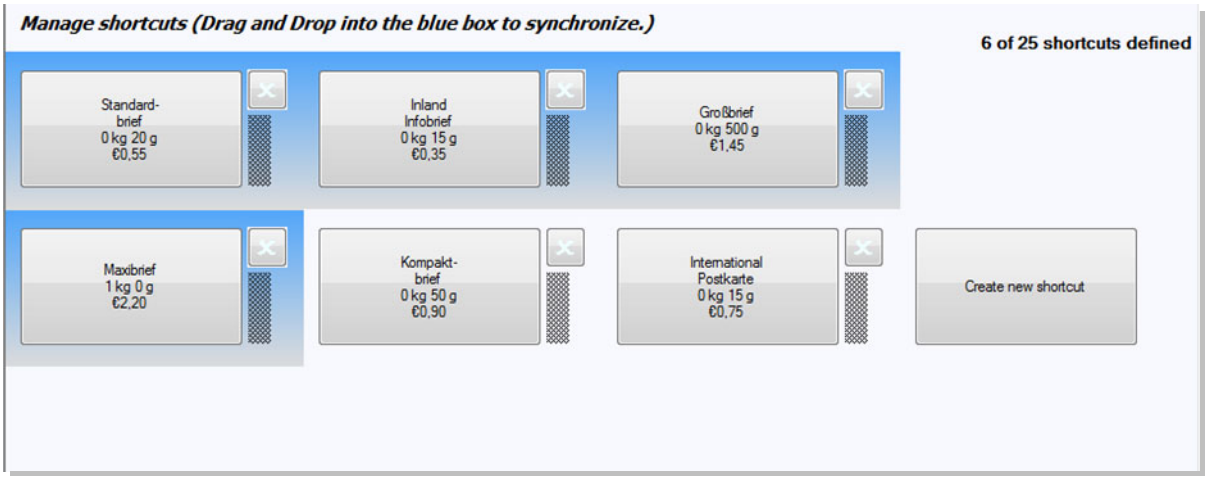
Select [Shortcuts].

The first three or four shortcuts (depending on the equipment of your mailing system) in the list will be transferred to PostBase. These shortcuts are highlighted in blue.


Manage shortcuts (Drag and Drop into the blue box to synchronize.)
6 of 25 shortcuts defined
Standard-brief 0 kg 20 g €0,55
Kompakt-brief 0 kg 50 g €0,90
Großbrief 0 kg 500 g €1,45
Shortcuts available at PostBase
Maxibrief 1 kg 0 g €2,20
Inland Infobrief 0 kg 15 g €0,35
International Postkarte 0 kg 15 g €0,75
Create new shortcut
Move shortcut

Click on the [Move shortcut] button next to the desired shortcut.
Hold down the mouse button.

Move the shortcut to its new position. The other shortcut key will take the empty position.

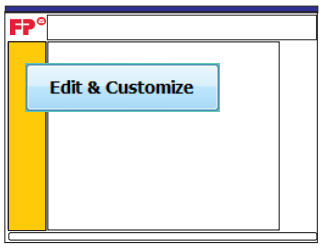

Manage shortcuts (Drag and Drop into the blue box to synchronize.)
6 of 25 shortcuts defined
Standard-brief 0 kg 20 g €0,55
Inland Infobrief 0 kg 15 g €0,35
Großbrief 0 kg 500 g €1,45
Maxibrief 1 kg 0 g €2,20
Kompakt-brief 0 kg 50 g €0,90
International Postkarte 0 kg 15 g €0,75
Create new shortcut

7.4 Delete shortcuts

Select [Shortcuts].

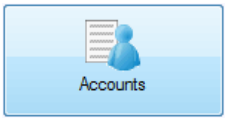
Select the button to the right of the shortcut you want to delete.

8 Manage accounts

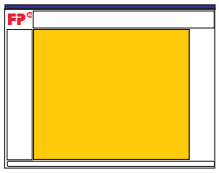


In the ‘Edit and Customize’ menu , you can manage accounts.

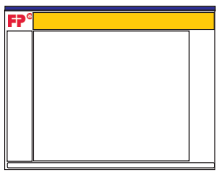
8.1 Overview



Select [Accounts].



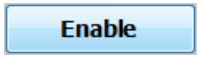
All accounts are displayed in the working area.



In the secondary menu, different functions are available:

- Enable / disable accounts
- Preview and Print report
- Reset all account / clear all accounts
- Rename accounts

8.2 Enable / disable cost accounts



Enable cost accounts: Click the [Enable] button in the secondary menu.

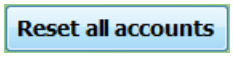
Disable cost accounts: Click the [Disable] button in the secondary menu. Every cost account will be cleared by this action.

8.3 Show and print account report

Print account reports with the printer connected to your PC. (Printer settings: see chapter 14.

Call up a preview of account reports.

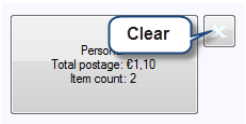
8.4 Reset / clear accounts



Reset all cost accounts to default.

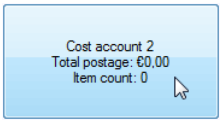
Reset all cost accounts to zero.

Clear a single account

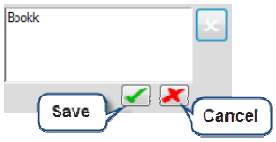


Click on the button to reset the account's piece counter and postage consumption to zero.

8.5 Rename accounts

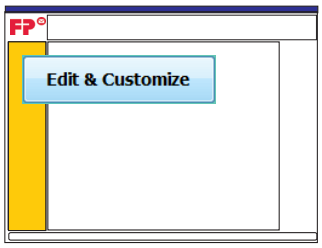


Click on the account you want to rename.



The software opens an input box for text. Enter a new name. Click to save.

9 Manage adverts

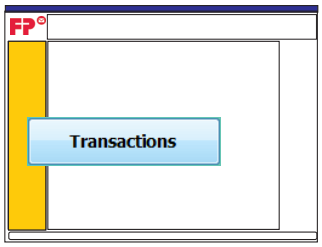


In the ‘Edit and Customize’ menu, you can manage adverts. For the administration of the advertisings, please refer to the FP Portal. Here you find all Logos available for download.

Select [Adverts]. The software sets up a connection to the FP portal.

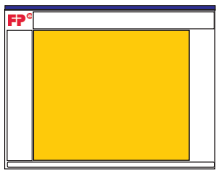
TIP: The ‚Adverts‘ menu includes a link to the Cliché Designer in the FP Portal. Here you can create an individual advert.

10 Transaction administration (only *ReportOne*)

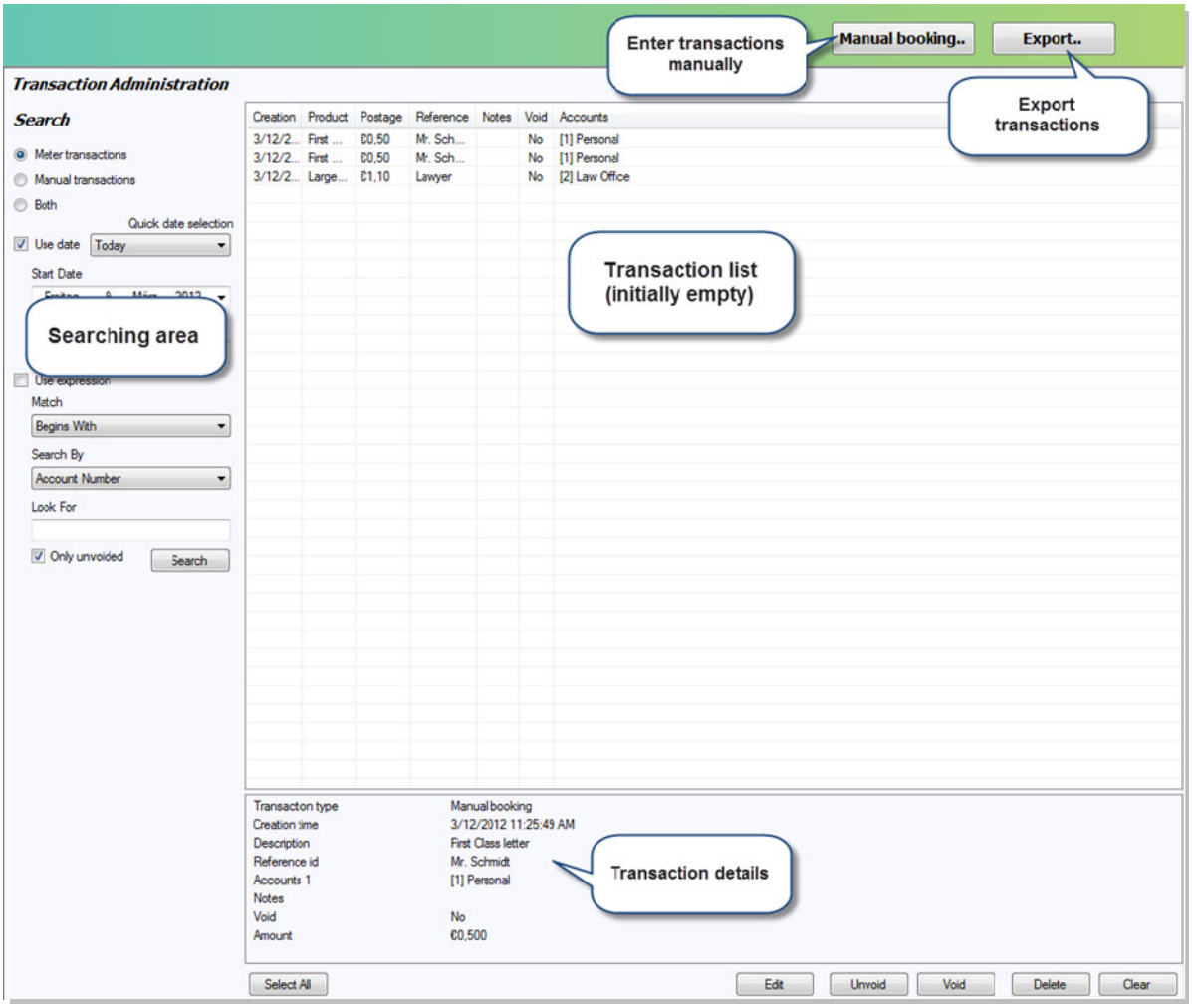


Every time you frank a piece of mail, a transaction will be logged by ReportOne.
The ‘Transactions’ menu gives you a full picture of all your mailing activity, e.g. when any particular piece of mail was sent. All transactions are stored in the ReportOne database and used to generate reports.

10.1 Overview



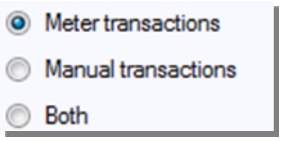
The ‘Transaction Administration’ menu opens up in the working area.



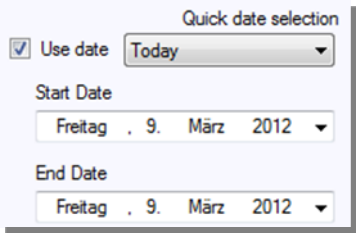
10.2 Search and view transactions

Transaction search

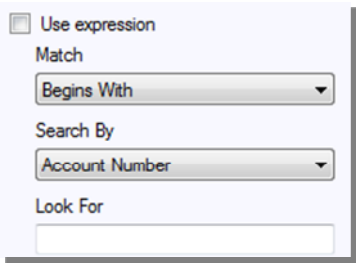
Even in a small system, there will probably be many thousands of transactions, so the searching function can be very useful.
Initially, no transactions are shown in the transaction list. To the left of the transactions list, you find the searching area. Here you can choose which transactions will be displayed.



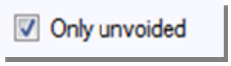
Choose between Meter transactions [franking transactions] and Manual transactions or tick 'Both'.



Choose a time period via 'Quick date selection' or enter an exact date or period. You can also untick the time criterion.



You might as well search by expression.

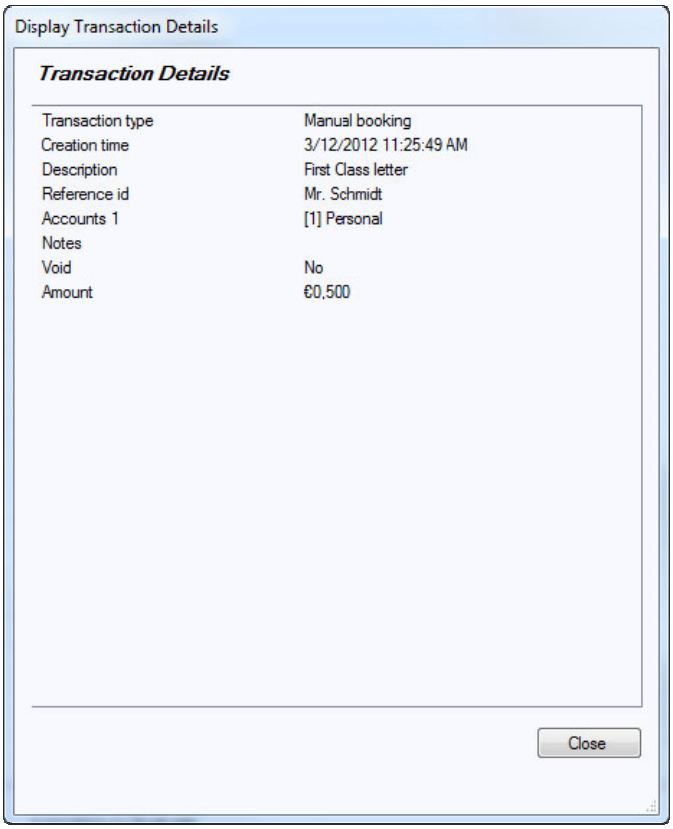


Untick this box to view voided transactions.

View transactions

Double click a transaction row in the transaction list.

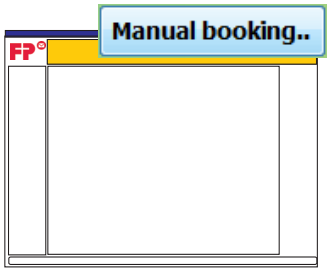
ReportOne opens a 'Transactions Details' pop up. It shows all the information about the chosen transaction. The information is also displayed beneath the transaction list.



10.3 Manual booking

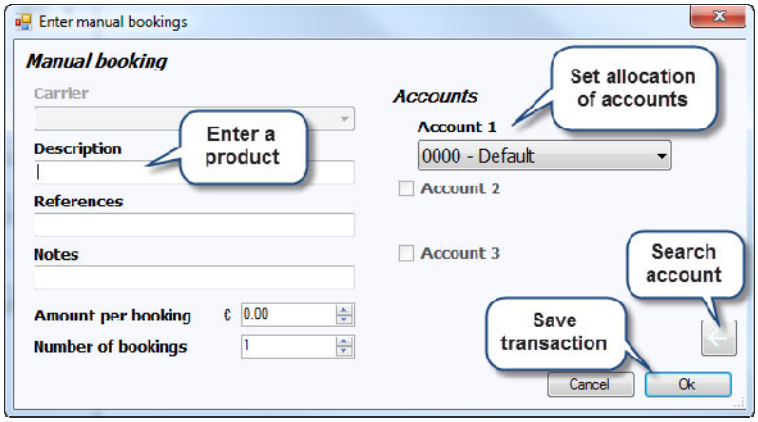
For different reasons, e.g. if there are software problems, you might use PostBase to frank mail independently of ReportOne (known as offline postage).
If you want to add these frankings to the ReportOne reports, you can enter them in the 'Transaction Administration' menu.

To enter transactions manually, proceed as follows.



Click [Manual Booking..] in the secondary menu.

ReportOne opens a 'Manual booking' Wizard. Here you can enter the transaction details.

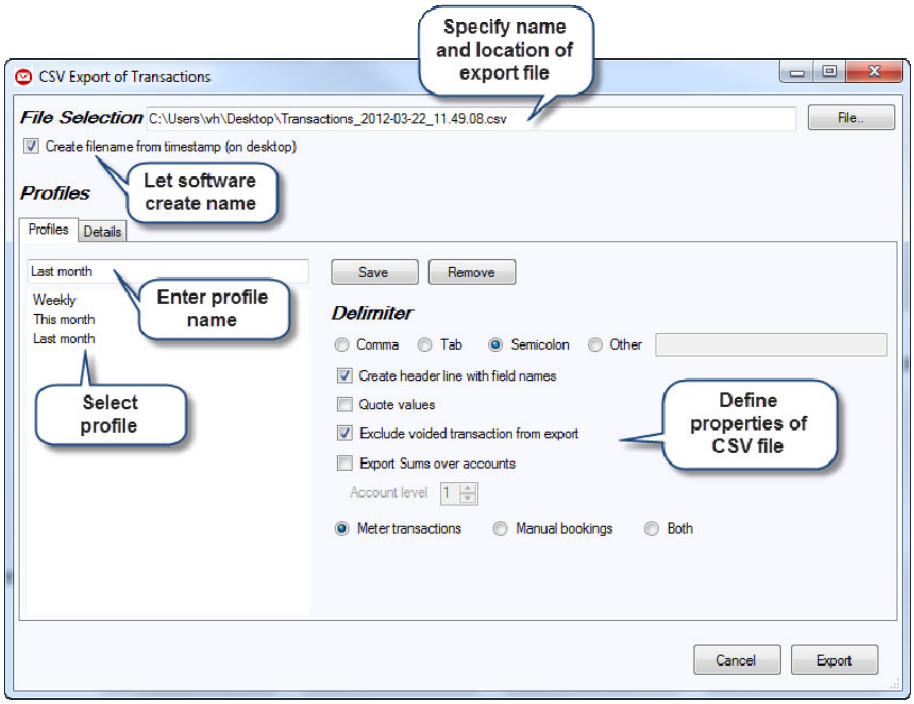


10.4 Export transactions

You may want to examine the transactions in other formats than given in the ReportOne reports. You might also wish to perform calculations on them in a spreadsheet program.
To do this, you can use the Transactions Export function. It allows you to extract data out of the software's database and store it in a format (CSV) that can then be read by many other programs, including most spreadsheet or database programs.

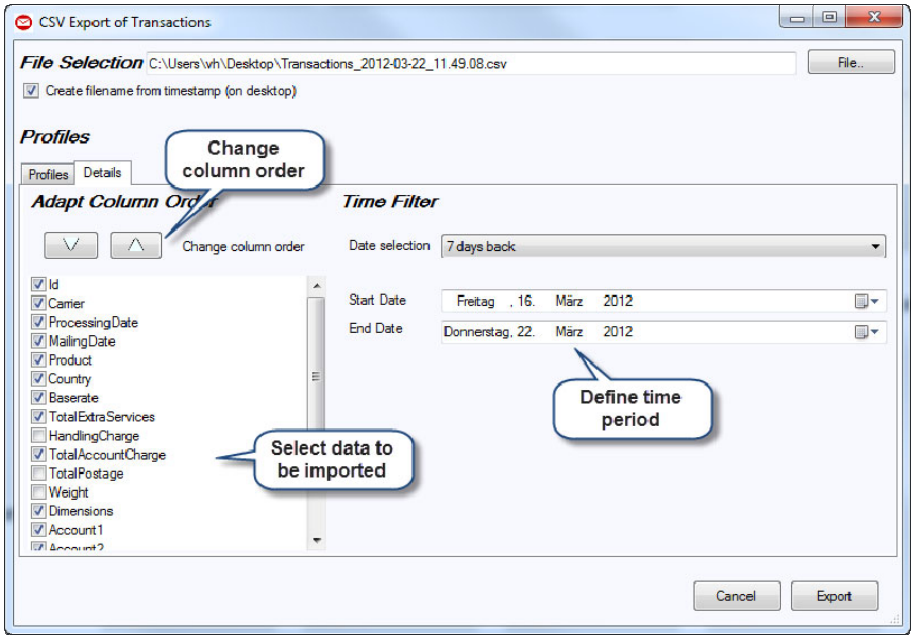
Click [Export..] in the secondary menu.

ReportOne opens a 'CSV Export' Wizard. Define how the export file should be formatted and where it should be stored. If you have to export data regularly, e.g. weekly or monthly reports, you can save the formats and properties of each type under a profile name.



NOTE: CSV ('Comma Separated Values') is a simple format consisting of rows of data. Each row holds the various fields of data needed to define a transaction. The individual pieces of data (date, account, etc.) in a row are separated by a particular character. In the delimiters section, you specify this character. The best separator is a character which will never occur in the data itself.
You can also choose whether an initial heading line should be output (which can be useful if people will ever need to look directly at the file itself).
Enclosing data in quotes is recommended if you have textual data including spaces.

Select the [Details] tab to choose which data should be included in the export file, in which order these columns of data should appear and over which period of time.



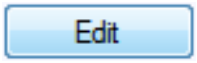
10.5 Edit or delete transactions

Select the transactions you wish to edit

OR

Click [Select All] to select all transactions.

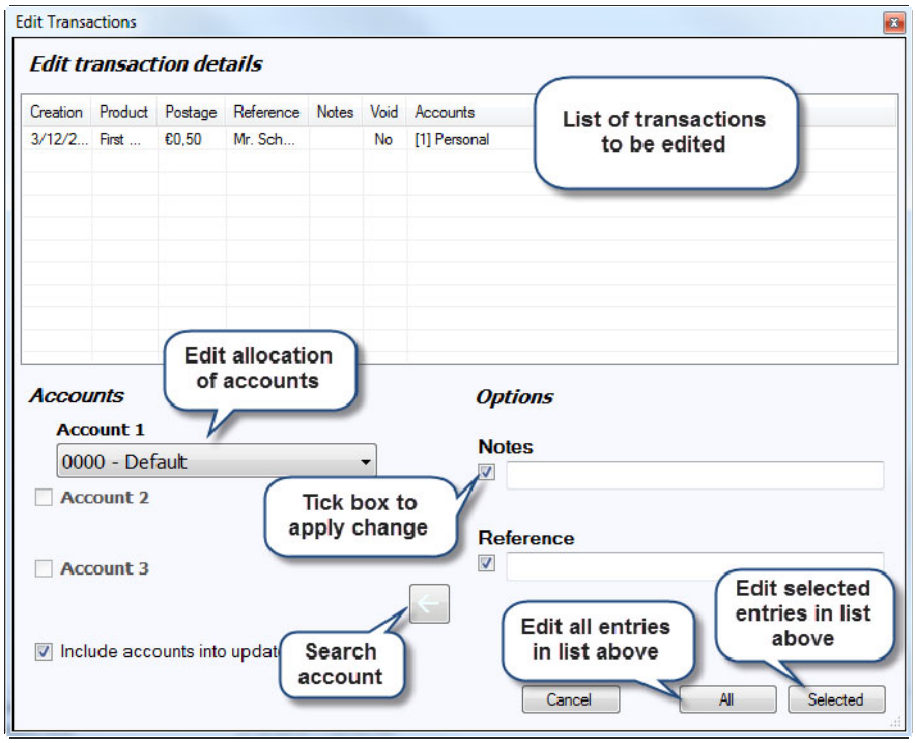
HINT: You cannot edit the amount or product selection once a transaction has been recorded in the database.



Click on [Edit].

ReportOne opens an 'Edit Transactions' Wizard.

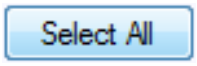
Tick the box 'Include accounts into updated' to change the allocation of accounts. If the box is not ticked, the accounts will be left unaltered. This also applies to changing Notes or Reference.



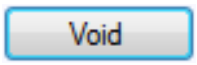
Void, unvoid or delete transactions

Select the transactions you wish to void, unvoid or delete

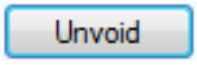
OR



Click [Select All] to select all transactions.

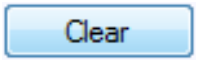


Click [Void] to exclude transactions from the reports.



Click [Unvoid] to include voided transactions again in the reports.

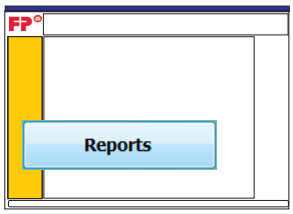
Click [Delete] to remove a transaction from the system permanently.



Click [Clear] to remove all transactions.

TIP: It is strongly recommended that you use voiding rather than deleting, since you can later recover voided transactions by unvoiding.

11 **Reports** (only *ReportOne*)



ReportOne enables you to generate different types of reports.

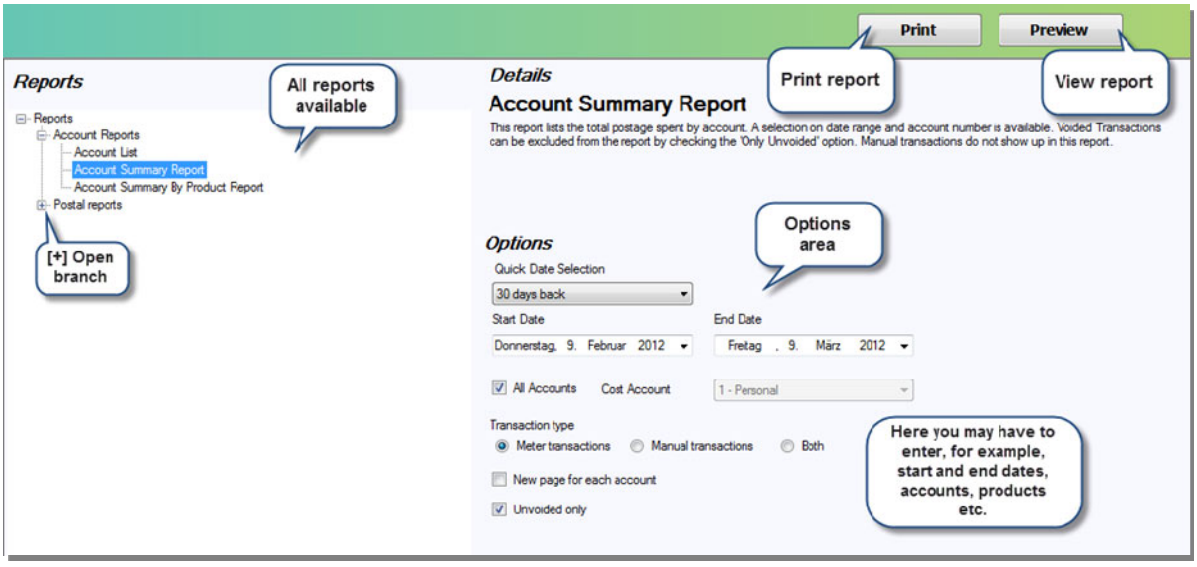
11.1 Types of reports

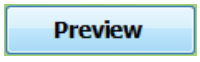
- **Account Reports** show you the details on the accounts you have set up in ReportOne. The Account list shows you all the accounts you have set up in each level, together with any account charges you have set up for them.
- **Postal reports** show you on what postal products you postage costs have been spent over a given period. The information is presented in both chart and tabular formats.

  NOTE: Manual transactions are excluded from the reports.

11.2 Generating reports

For most reports, you will need to give additional criteria, e.g. the timeframe the report should cover. These details are entered in the 'Options' area, and may vary according to the report you select.



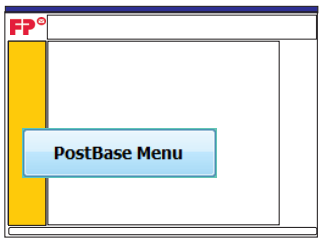


Click [Preview] to see the report.

Click [Print] to print it out.

TIP: Clicking on [Print], a printer dialog box may appear first. You can turn this function off in the Print Settings.

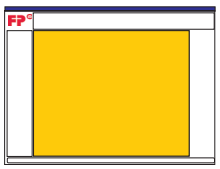
12 PostBase Setup and special functions



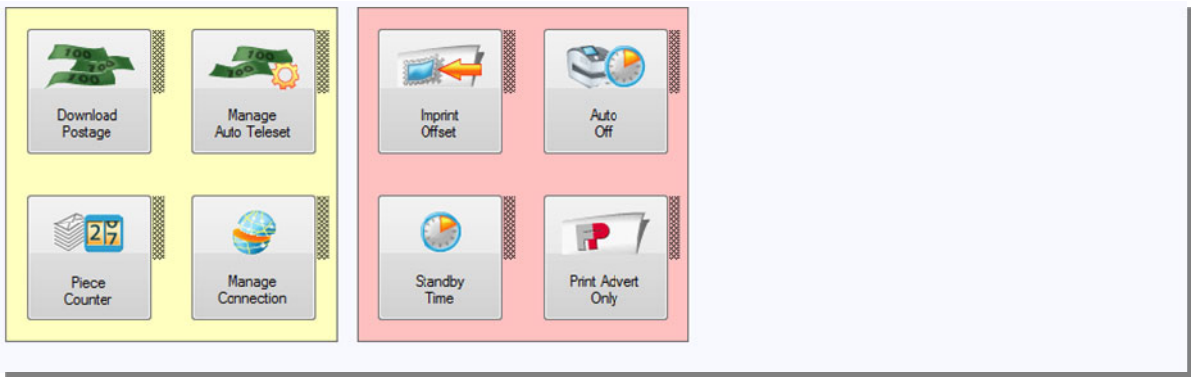
The software enables you to make selected franking system settings from your PC.

NOTE: All these features are available at the PostBase mailing system. For more detailed information, please refer to the PostBase Operator Manual.

12.1 Overview



The ‘PostBase Menu’ is displayed in the working area.

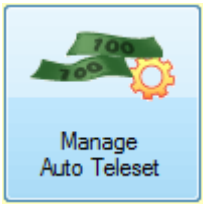


12.2 Load postage

Select [Download postage]. To load postage, you enter the desired amount and connect to the data center.

Billing occurs according to your contract with the postal service.

12.3 Auto Postage Download



Select [Manage Auto Teleset]. The ‘Auto Postage Download’ feature facilitates keeping track of the remaining postage. When enabled, it will warn you once the remaining postage reaches the preset threshold and will give you the opportunity to load postage.

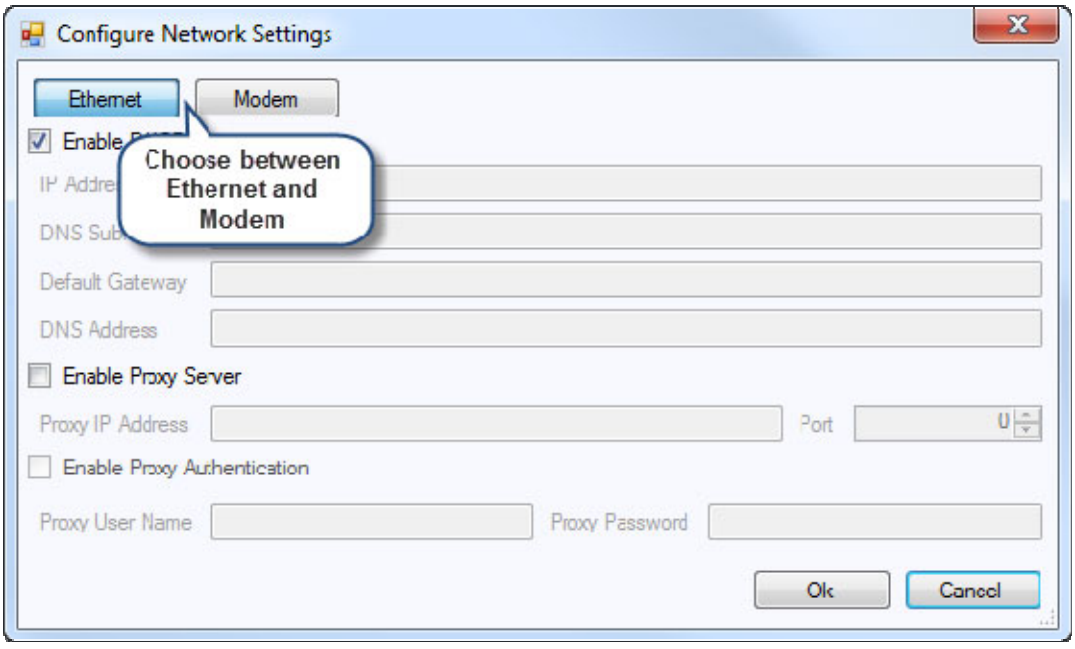
12.4 Reset piece counter

The piece counter counts all franking imprints. Select [Piece Counter]. Check the number of franked mail pieces or reset the counter to zero.

12.5 Manage Connection

Select [Manage Connection] in the PostBase Menu. You should set the respective connection parameters during commissioning.
Verify and, if necessary, correct the settings if changes were made to your system configuration. In case of problems, please contact your network administrator.

The software opens the ‘Configure Network Settings’ Wizard. Choose between [Ethernet] and [Modem] first.



12.6 Imprint Offset

PostBase prints the franking imprint at a fixed offset (approx. 1 cm / 0.4") from the right mail piece edge. You can increase this offset and thus shift the franking imprint to the left by adjusting the imprint offset.
Select [Imprint Offset] in the PostBase Menu.

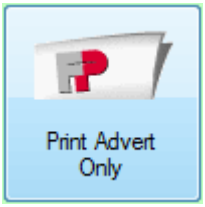
12.7 Auto Off

The Auto Off time is the time between your last operation and the time PostBase automatically switches off. If you want to set this time, select [Auto Off] in the PostBase Menu.

12.8 Standby Time

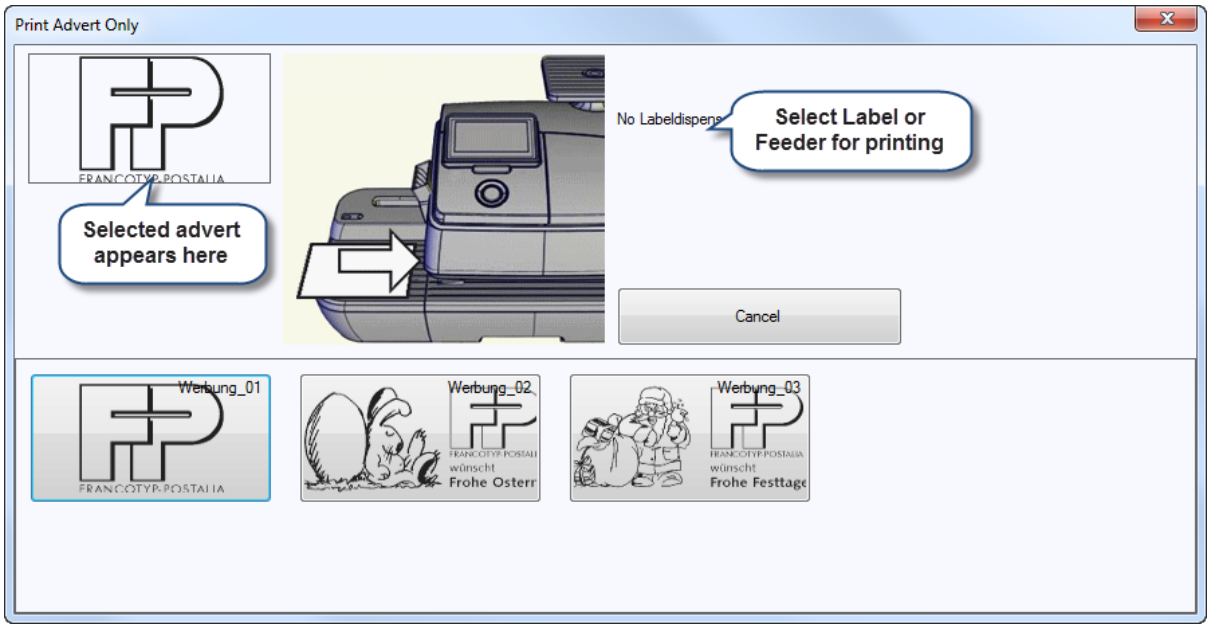
The PostBase franking machine will go to standby automatically if it is not used for a certain time. To set this time, click on [Standby Time] in the PostBase Menu.

12.9 Print Advert Only



The software enables you to print all stored adverts separately. Click on [Print Advert Only] in the PostBase Menu.

The software opens a new window. Select the advert you want to print. Start printing as described in chapter 5.9: Franking.



13 Troubleshooting

Problem Area: **Connect / Start software**

The software cannot establish a connection with PostBase.

Rectification:

- Check if PostBase is running.
- Check if PostBase displays the home screen (see chapter 2: Start / exit the program).
- The USB cable must be properly connected.

Problem Area: **FP Portal**

The software cannot establish a connection with the FP Portal.

Rectification:

- Check if your PC is connected to the Internet.
- In the Settings menu, check if the right Internet data has been entered (see chapter 14.3: Internet settings).

Problem area: **Language**

I have changed the language in the Settings menu. The software interface still shows the previously set language.

Rectification:

- Exit the program and restart it. The program will now adopt the new language.

Problem Area: **Printing**

I want to print a report. An error message appears.

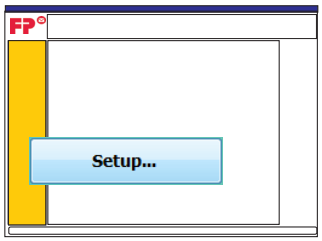
Rectification:

- Check if the printer is running and properly connected to your PC.
- Check if the right printer has been set in the Settings menu (see chapter 14.4: Printer settings).

Problem Area:	**Postage download**
	The software cannot perform a Teleset.
Rectification:	– In the Settings menu, check if the right Internet data has been entered (see chapter 14.3: Internet settings). – Check if the network cable is properly connected.

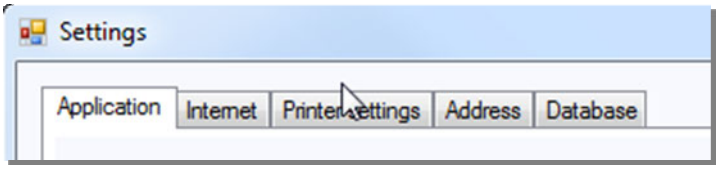
14 Appendix: Software settings

14.1 Settings overview



Click on [Setup..] in the main menu. The software opens the ‘Settings’ dialog box.

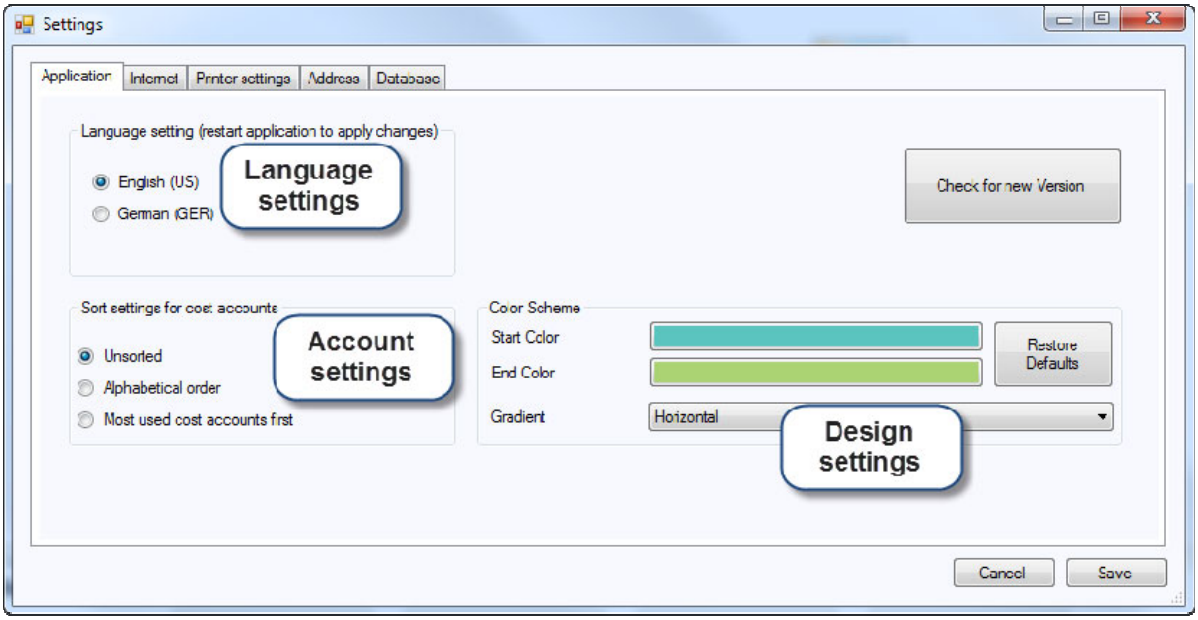
Select the corresponding tab to make Application settings, Imprint settings etc.



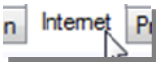
14.2 Settings: Application

Click on the tab ‘Application’.

You can now make language and cost account settings, change the color design and check for a new software version.

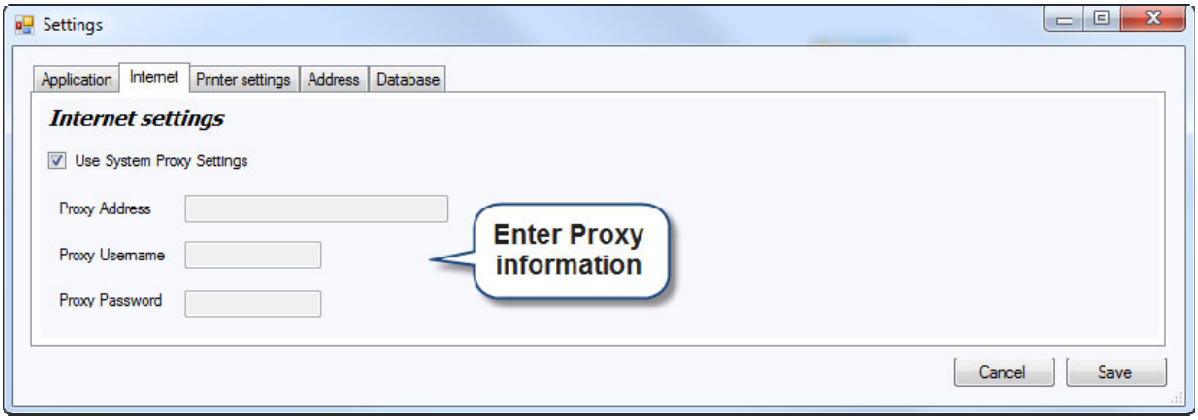


14.3 Settings: Internet

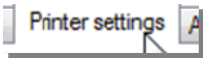


Click on the tab ‘Internet’.

Enter the desired Proxy data or use the system’s settings.

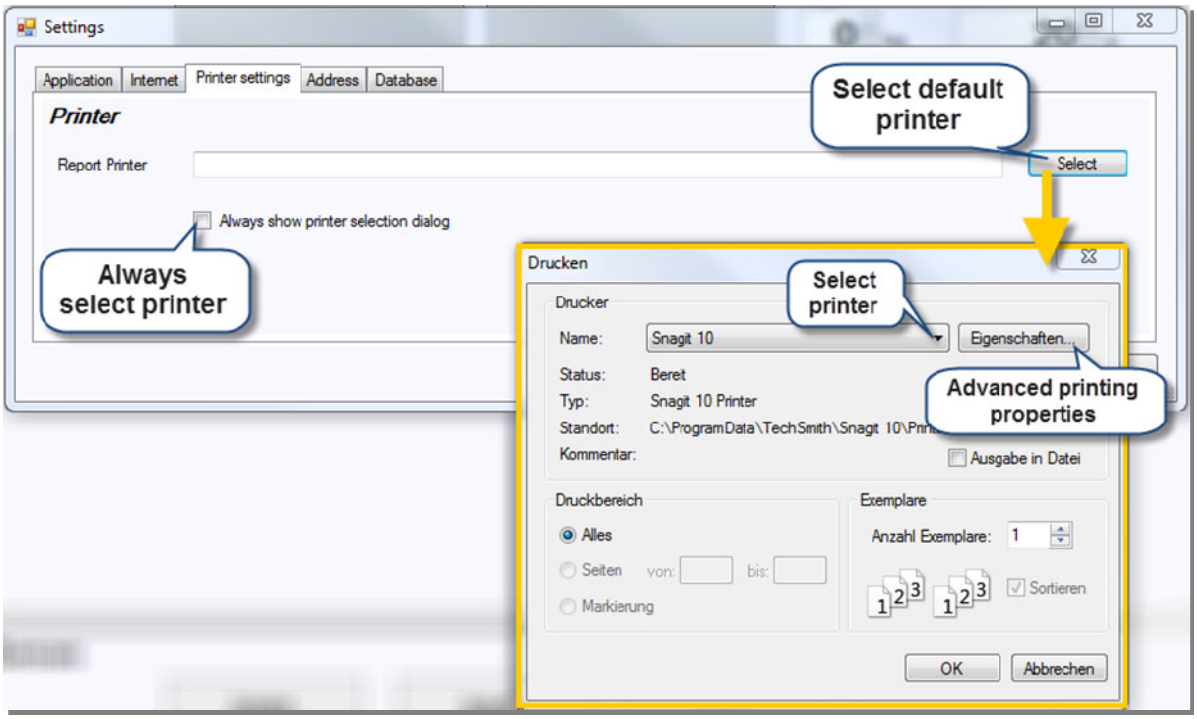


14.4 Settings: Printer



Click on the tab ‘Printer settings’.

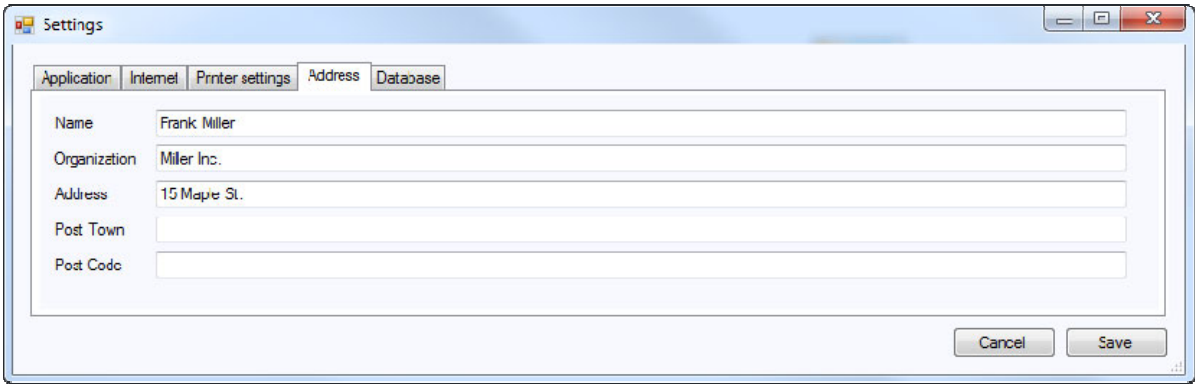
Click on [Select] to set the default report printer.
If you tick the box below the standard printer, the software asks you to select a printer whenever you print a report.



14.5 Settings: Accounts

Click on the ‘Address’ tab.

Enter your address.



14.6 Settings: Database

Click on the ‘Database’ tab.

Make settings for the software’s data protection.